

Professional Distributor

The Mobile Distribution Network Connection

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MAY 2019
VOL. 27 NO. 4

CUSTOMER SERVICE SUPERSTARS

Four mobile dealers describe how they fused their personal style with their customers' needs to make the business their own.



EXCLUSIVE:
2019 PTEN INNOVATION AWARDS
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Show Me Your Truck:

Mac Tools dealer Joe Ostling sells tools and service to a diverse customer base. [Page 32](#)

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Ask the Expert



While scan tools can vary in features, brands, and price range, vehicle coverage is the foundation. It is important to recognize the types of vehicle models you work on the most and which scan tools best cater to those vehicles.

To read more, visit:
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Video



The Ullman Devices Metal Marker allows technicians to permanently mark their tools, toolboxes, or anything else metal with their name or a unique symbol so they can protect their investment. To watch the video demonstration, visit:
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News



AirPro Diagnostics announced that it has filed for patent protection on a new product which brings Cognitive Augmented Reality (C.A.R.) to present digitized calibration targets to vehicles requiring ADAS calibrations. **To read more, visit:**
VehicleServicePros.com/21076813



BY SARA SCULLIN
EDITOR

920-568-8394
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What's your service style?

Find the approach that works for you, and keep it genuine.

There is more than one way to buy an impact wrench (or punch and chisel set, or scan tool). In a quick-buy situation, a technician purchases the tool and that business transaction is complete. Technician and tool live happily ever after (hopefully ... maybe). While that quick-buy scenario is an option, it's not always the most flexible, safe or even cost-effective option. What is that technician missing out on, and how can you show him or her all the things that a sale can include? You can sum that up in two words: customer service.

In this issue we place a lot of emphasis on the importance of customer service, starting with our cover story. Consider this month's feature more of a discussion panel or coffee talk. Each of the four mobile dealers featured here has a unique approach to share when it comes to helping their customers feel heard, appreciated, and yes, stocked with tools.

Whether the challenge is showing product to younger guys who don't have a ton of disposable income, or grabbing the attention of customers who may be using smartphones to comparison shop on your truck, the person-to-person side of business is important... and it changes based on who you are and where you do business.

Independent dealer Kevin Haitmanek in Maryland tries to find out something personal

about each and every one of his customers: "I let them know I care, that they are someone who's important to me. I can tell you something about every one of my customers; they're not just a number or a dollar sign to me," Haitmanek says.

For a number of mobiles, good customer service is second nature, based on what you've seen or learned in the past, like this month's Show Me Your Truck mobile dealer Joe Ostling. Ostling started out as an equipment manager for a construction company, and over time he's learned that maintenance people are, for the most part, service oriented. On his truck he not only sells tools, he sells service. "That's the way [maintenance professionals] think and breathe and live. I went into this business with the same attitude: if I offer my customers good service, the rest will take care of itself."

Ostling does this by making sure customers' needs, repairs and warranties are taken care of promptly with no hassles. He says this is what keeps customers coming back for more. "Once you become their supplier you depend on them, and they depend on you," Ostling says.

Enjoy these tales from your fellow tool sellers and service providers on the road, and don't miss the first batch of 2019 Innovation Awards Nominees starting on page 22. We'll feature the second half of nominees in next month's issue of *Professional Distributor*. PD

Next Month's Issue:

Next month we are back on the road in Louisville, Kentucky, with Bearded Outlaw Tools' Joel Simmons. We'll share Simmons' Top 5 tools and his laid-back but effective approach to sales in the June issue.

Do you have a story to share about your business, sales or truck? Don't keep it to yourself ... contact our editorial team!

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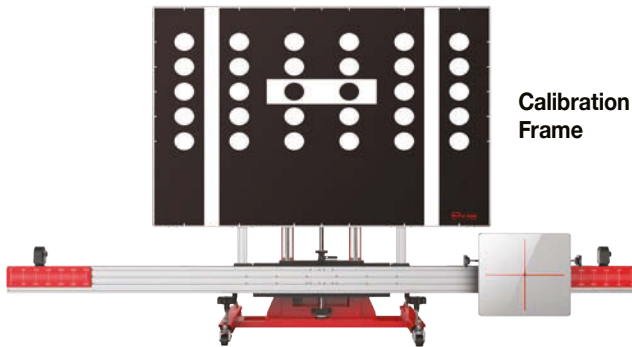
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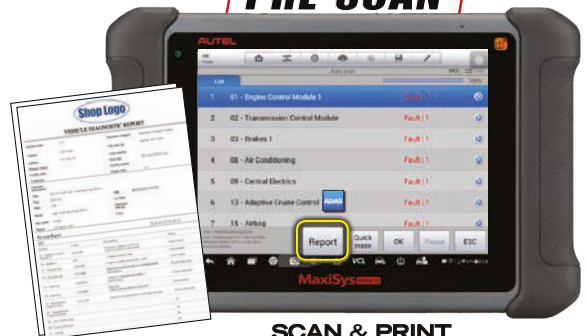
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Cornwell Tools dealer Chuck Collins started selling tools in 2007, when the economy was in a down-turn and he was happy to sell a \$10 bag of beef jerky. Now Collins sells tools and equipment to a variety of businesses, including custom hot rod and body shops.

Customer service SUPERSTARS

Four mobile dealers describe how they fused their personal style with their customers' needs to make the business their own.

by Sara Scullin, Editor

It often seems like the most successful tool dealers find their stride with a winning combination of sales technique, sound business practices, and personality. But these three things can look very different on different people. There's no 'right way' to sell tools.

Today, competition is more than the tool dealer across the street, it's also Amazon and online tool sales. Some customers might even be comparison shopping while standing on your truck. Tool dealers must also contend with technicians who are strapped for cash and tasked with building their tool base.

Still, there's much more to a tool sale than price, and most mobile dealers know it. In fact, the service backing each and every tool sale speaks for itself. Above average service keeps customers coming back week after week and year after year, not just for the tool, but for the expertise, warranty, and relationship that comes along with it.

We talked to four mobile dealers who make service a priority. While their methods may vary, each of these professionals has learned over time what works for them and for their customers. They prove that attitude is everything, even at a challenging time or when dealing with unforeseen circumstances. They go above and beyond for their customers, who are loyal to them in return.

WRITE IT DOWN

Chuck Collins
Cornwell Quality Tools
Sudlersville, Maryland

Cornwell Tools dealer Chuck Collins started selling tools in late 2007–2008, or according to District Manager Ben DeCraene, at “the worst possible time in recent history to go out and invest in your own business.”

“He was happy to sell that \$10 bag of jerky,” says DeCraene. The economy has picked up some since that time, but from the beginning Collins, based in Sudlersville, Maryland, has learned how to attract and keep supportive customers. Collins' route covers a large area on the Eastern Shore of Maryland, on the Delmar Peninsula.

DeCraene says, “[Collins] gets paid every week. It's not about him being everybody's friend, but being a great tool dealer and getting the right tool in the customers' hands to help them be profitable.”

Collins started out repairing large equipment for grocery stores (forklifts and electric jacks) when he injured ➔



Mark McWayne
Mac Tools
Chicago, Illinois



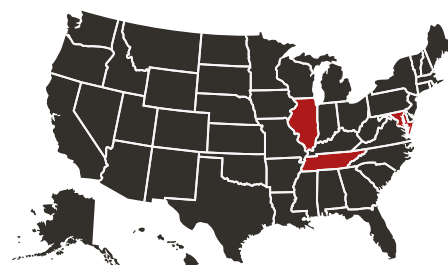
Kevin Haitmanek
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A black and white photograph of Robin Quarnstrom, a man with glasses and a dark jacket, standing in a workshop. He is leaning over a workbench filled with various tools and parts. The background shows shelves stocked with boxes of Gearwrench products.

"Ride-along support adds to my credibility and the special deals boost my sales and attract even more business"

- Robin Quarnstrom

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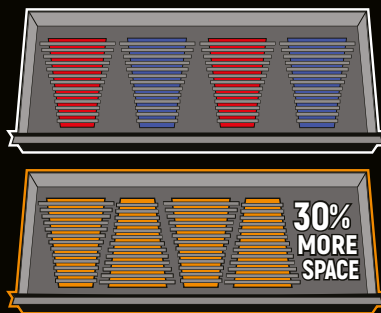
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More customer service tips from the pros:

Mark McWayne, *Mac Tools*

Lure them with fun, food, beverages, and entertainment. “Make sure you have quality candy, free water, and soda in the summertime. The old cliché does work, and it makes your visit the highlight of their day. It makes people come out to the truck. Over the last six years, the biggest draw to my truck as been the addition of beef jerky. If I get [some customers] to buy something else, that’s great.”

Try anything you can do to get customers interested in coming out to your truck. What makes your truck fun? McWayne play movies and video on the truck, too.

Kevin Haitmanek, *Independent*

Try a personal approach. Haitmanek finds something personal about each and every one of his customers. “I go in and I talk to them. I let them know I care, that they are someone who’s important to me. I can tell you something about every one of my customers; they’re not just a number or a dollar sign to me.”

Chuck Collins, *Cornwell Quality Tools*

Own up to mistakes. “If I forget to do something or I messed up, it’s not ‘on back-order.’ I go in and say ‘I screwed up.’ Do this and they’ll respect you. And when [a tool] really is on back-order, they’ll believe you.”

Be transparent about pricing. “I’m a firm believer in everyone knowing the list price.”

Gene Bowers, *Independent*

Push new product: Bowers started out as a technician, but quickly grew frustrated with small, family-owned businesses not wanting to expand or update their operations.

Bowers says the week before he talked with a tool guy about becoming a dealer, the shop he was at turned down \$5,000 worth of work because their in-house scan tool had not been updated.

Now he asks his customers: “‘What haven’t you been able to repair in the last month because of tooling?’ That’s where I try to focus on new product,” Bowers says.



Independent distributor Kevin Haitmanek educates customers every chance he gets. “I pride myself on my knowledge about ... jobs and the tools they require. I do a lot of research [and] it pays off.”

his back and had to have surgery. The surgeon told Collins to find a new line of work. While recovering from his second back surgery, he met with several flags, including Cornwell.

“It was a good fit. I started the business from scratch and sold a lot of \$20 items in the early days. Those items kept the bank rolling, the machine turning,” Collins says.

Now he visits agricultural shops and heavy equipment shops, and spends a lot of time in body shops. “Those guys need tools, too. They need expensive tools ... and they pay,” he says. He also has automotive shops and some custom hot rod stops along his route.

Why his customers love him:

Collins is action-oriented and makes a paper trail with each question and conversation. “If you’re going to look for or do something, just do it or write it down,” he says. If a technician

asks him whether anyone makes a special tool for a specific purpose, Collins pops a Post-it note up where he can see it. He also swears by doing everything via email so he can go back and search previous conversations and queries. “I don’t carry a clipboard around to shove it in customers’ faces; I carry it so I can write things down. If I put [a note] in my pocket, chances are I’ll forget.”

Finally, Collins treats everyone like family. “Never ask someone what’s on their needs list; always start off with a ‘hello.’ I know what’s going on. Make it personal and guys won’t dread you coming by.”

ANTICIPATE CHALLENGES

Kevin Haitmanek *Independent, Maryland*

Independent tool dealer Kevin Haitmanek lives in Westminster, Maryland, with a sales route in Northern Baltimore County. He’s been selling tools for

23 years. In the past four years, Haitmanek has joined the GEARWRENCH street team. He says it's "the best thing I ever did." This mobile dealer is always striving to make sales effective and fun.

"I do nothing but insult my customers ... but they love it. I'm known for sarcasm and ridicule," Haitmanek says.

Business wasn't always a walk in the park. Many years ago, when Haitmanek was about three years into owning his route, he says "everything fell out." He was struggling to learn cash flow and the business. "I knew what my mistakes were and I struggled for a couple years," Haitmanek says. "I kept blaming everyone else or one particular thing. But the problem was me. What I was doing wasn't working, and I needed to re-do everything." The independent dealer started from scratch across the board. "When I started fixing things, it worked ... and that's a real hard thing to do," he says.

Now, careful forethought is second nature. The independent dealer tries to prepare for those hard times in sales, such as the winter season. He pushes sales in September and October when customers feel good about buying and might even purchase a little extra. He says this was a game-changer for him.

Today, the East Coast dealer has worked jobs in and out of automotive, and now serves standard automotive, heavy duty truck repair, and body shops. When he's not taunting customers, he's treating them (he even manages to do both at the same time).

"My customers know that I always have something for them to eat or drink on the truck; it gives them a place to take a few minutes away from the shop, come outside, catch a breath, look at tools and talk [shop]. I have and encourage a lot of truck traffic."

In addition to taking a personal approach, Haitmanek educates customers when he can. "I pride myself on my knowledge about certain jobs and the tools they require. I do a lot of research



Mac Tools dealer Mark McWayne is based on Chicago's south side and its surrounding suburbs. McWayne keeps his business consistent; he's had some of the same customers for 15 years.

into tools ... I'm always reading trade magazines, and it pays off." When his customers ask for recommendations, nine times out of ten Haitmanek knows what they're referring to and points them in the right direction.

This informed knowledge, plus a lighthearted approach, fuels Haitmanek's passion for his job, and helps him connect with customers, too. "It's not always about selling tools for me; it's joking with the guys and letting them know I'm not just a salesman. They also know that I'll do anything for them. I give them a hard time ... but they know."

BE CONSISTENT AND MAKE IT FUN **Mark McWayne** **Mac Tools, Chicago**

Mac Tools dealer Mark McWayne is based in Chicago's south side and its surrounding suburbs. He will be going on 21 years in the business in August. Over time, McWayne has built a large, loyal base of customers in the busy city with his consistent approach to sales.

"A friend of mine who owns a shop recommended me for this line of work," says McWayne. "I thought, 'I think I'll

move back to Chicago and give it a try.'" He's been with Mac Tools all 21 years.

His customers are mostly automotive repair, with some body shops and heavy duty thrown in. He also stops at quite a few dealerships, and a couple high-end shops. McWayne pulls long hours – 12 to 14 hour days – and is at his maximum capacity of stops. He's got a full plate caring for his regulars, though he adds "new customers in the shop are more than welcome."

McWayne also has a dozen or so people come and meet him through the week. He's had some of the same customers come back his way for 15 years. "They stop by for everything – they've bought large carts, and sometimes I'll deliver to their house."

The challenges? "Parking is awful in the city," says McWayne. "Aside from that, you get your skips and that hasn't changed. In fact, I think it's gotten worse over the years. In my opinion, a lot of technicians seem to always look for that greener grass, and it usually doesn't work that way."

The key to McWayne's long-lasting success is in his straightforward approach. "I've never gotten into raffles, or things like that. I throw tools in ➡

COVER STORY

front of everybody I can. I say to the younger distributors, 'Show what you have,' as long as you have confidence in what you're doing ... you'll sell the tool. I also have a bad habit of deciding what my customers will not buy; I have to remind myself to let the customer decide. Putting any product in a tote bag is never going to hurt you. *Carry tools.*"

McWayne will tell you his trademark is consistency and consideration. He's at the same place at the same time every week: "They expect you and they know you're going to be there." That, and treating people the way he wants to be treated.

When things get overwhelming, this pro dealer says he goes "back to basics" and starts all over, reorganizing his methods of doing business and figuring how to be more efficient here and there. The reset is enough to get him back on track, and keeps him at the top of his game.

GO THE EXTRA MILE... OR 600 Gene Bowers, Independent Rural Tennessee

Gene Bowers, an independent dealer based in Paris, Tennessee, had his work cut out for him when he "inherited" a large route in rural Tennessee. A good deal of the population here faces economic challenges and have little access to chain stores.

Bowers traverses eight counties and puts on 600 miles a week to stay profitable. One night a week he lodges at a motel to save on gas and truck wear, as he visits the far edges of his route. But you won't hear this mobile dealer complain. Instead, he's more concerned with providing solutions.

"Walmart opened a neighborhood store here and closed in six months," Bowers says. "I travel four of the most economically disadvantaged counties in Western Tennessee. It is a challenge, and it's why I went independent."



Independent tool dealer Gene Bowers sells tools in and around Paris, Tennessee. Bowers travels eight counties and puts on nearly 600 miles a week to get his customers the product they need.

Bowers has taken the knowledge from his seven years selling tools and adapted it to fit the economy in this region. In doing so, he has not only managed to survive, but to thrive.

"I have some die-hard techs," says Bowers. These customers are marine technicians, heavy truck shop maintenance technicians, dealership technicians, body shop owners, and technicians at a lot of small, independent garages. Bowers says many of his technician customers earn \$8 to \$10 an hour.

"The tool truck business is changing," Bowers says. "I've been here seven years and I'm still here during an upheaval in retail business."

Bowers' winning service strategy: "I'm trying to bring the newest product to them before they can find it

online. I remind them that I am their warranty and I am their banker. If you're buying online, you're paying 100 percent up-front, and you have to stop what you're doing [working on vehicles] and sit on the phone with the warranty department."

Bowers goes above and beyond to get his customers a warranty with a product, whether or not he sold it to them.

"Since I've been on their side of the fence longer than I've been on mine, I understand where they're coming from and I know their cash flow isn't always where they need. I might be considered too lenient when it comes to weekly payments, but I try to work with customers as much as possible to provide them with the tools they need." **PD**

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SNEAK PEEK

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



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The **Makita 12V Max CXT Li-ion Cordless 1/4" Impact Wrench**, No. WT04R1, offers up to 2,600 rpm for a wide range of fastening applications. This motor delivers 44 ft.-lbs of max torque, an ultra-compact design at only 6-3/8" long and weighs 2.3 lbs with battery for reduced operator fatigue. A built-in LED illuminates the work area, and an ergonomically designed handle with rubberized soft grip improves comfort. This impact is suitable for working in tight spaces and overhead applications.

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The **Carlyle Tools Multipurpose Stool**, No. 815-1343, is a pneumatic height adjustable stool designed to suit most workshop or repair facility applications. Notable features include: a plush, 3.5" thick by 14" diameter vinyl upholstered seat for comfort and easy cleaning; five 2-1/2" industrial casters for wobble-free mobility; and 8" pneumatic height adjustment range from 19" to 27". An optional swing-out parts tray is also available.

Enter #23 at "e-Inquiry" on VehicleServicePros.com



ALIGN UP TO FIVE AXLES SIMULTANEOUSLY

The **Pinnacle Automotive Systems Jumbo 3D Super Alignment System** is an imaging aligner for multiple axle trucks, buses and trailers. Utilizing imaging technology, the Jumbo 3D Super is ideal for every environment, the company says. With one short runout compensation, users can have alignment readings on all five axles in less than three minutes. With an extensive data base, easy to use intuitive software, ability to align up to five axles simultaneously, and an optional car/light truck add on kit, this alignment system is suitable for a variety of shops.

Enter #21 at "e-Inquiry" on VehicleServicePros.com

KEEPS POWER TOOLS ORGANIZED

The **Beta Tools Utility Work Cart**, No. CX49, is a sheet metal cart that can be used as a mobile work station. It is designed to keep corded devices and power tools organized while providing a work top for diagnostic tools, battery chargers, or a computer. This work cart features a slide-out keyboard tray and four side cable hooks to keep power cords organized.

The four small compartments are suitable for smaller cords. Two swivel casters (one with brake) make the cart easy to move around. The two shelves and the side compartments provide plenty of storage. A sturdy handle helps to push and pull the cart. The empty cart weighs 79 lbs.

Enter #24 at "e-Inquiry" on VehicleServicePros.com



SPECIALTY TOOLS FOR SPRING SERVICE

TOOLS FOR POST-WINTER SUSPENSION AND ENGINE REPAIR



7448A FUEL INJECTION CLEANER CANISTER

- Cleans fuel injectors directly from the fuel rail
- Can help solve rough idle, no-start or fuel economy issues



6530 BALL JOINT SERVICE KIT

- Made in USA C-frame with lifetime warranty
- 20+ adapters for truck, van, SUV ball joints and U-joints



5900A-PLUS

- 53-piece set includes bonus 24mm external Torx PLUS
- Specialty fastener removal in 1/4", 3/8" and 1/2" drives



6637-ST STRUT TAMER II

- Compresses strut springs for easy rebuild
- Includes stand for portability and space saving



7168 30" JIMMY BAR

- Chrome alloy steel resists bending and breaking
- Dual-sided with chisel/pry bar and pointed end to align bolt holes



5057 BROKEN BOLT / CLEVIS PIN EXTRACTOR

- Removes broken bolts in tight applications like VW exhaust flange bolts
- Removable receiver cup for longer bolts and studs



6575 HUB GRAPPLER

- Replaces wheel hubs and bearings on the vehicle
- Saves time, reduces need for alignment



4579 9-WAY SLIDE HAMMER

- 5-lb hammer pulls hubs, axles, seals, bearings and more
- Includes cross blocks, internal jaws, external jaws and axle/hub pullers

SNEAK PEEK

OFFERS ADJUSTABLE CUT DEPTH

The **SP Air Adjustable Wheel Cover**, No. 7231AWC, is designed to stabilize the cutting action. This product has an adjustable cut depth, with a minimum depth of 1/8". It protects sub-surface objects such as wiring harnesses, and provides accurate and clean cuts 90 degrees to the surface. This product fits SP Air models SP-7321 and SP-7231R, as well as the Mac branded MAC AT35A.

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



EXTRA-LONG REACH AND COLOR CODED FOR QUICK IDENTIFICATION

The **OEMTOOLS Professional Color Coded Extra Long L-Wrench Sets**, No. 24299, feature durable S2 steel for strength and a protective, color-coded satin finish for durability and easy size identification. The drive end chamfered design provides a better grip. Each set comes with a hinged storage case for easy storage and organization. Sets are available in metric, SAE and star sizes. The metric and SAE hex keys have a ball-end design to reach angles up to 25 degrees. Each is color-coded and individually labeled to easily and efficiently identify different sizes.

Enter #27 at "e-inquiry"
on VehicleServicePros.com

TEXTURED SURFACE DESIGNED TO IMPROVE GRIPPING POWER

The **Eppco Tiger Grip Gloves** feature a raised, full textured surface designed to improve gripping power. These gloves are commercial grade, 8mil thick, puncture resistant, and latex free. They are available in orange to provide high visibility, and to allow users to see dirt, grime and grease, helping to prevent transferring it to vehicle interiors and other unwanted places. These gloves are available in sizes small thru 3-XL.

Enter #28 at "e-inquiry"
on VehicleServicePros.com



COAST
NOT JUST BRIGHTER... BETTER

RECHARGEABLE ALWAYS READY

FL85R
RECHARGEABLE
PURE BEAM FOCUSING
DUAL COLOR
HEADLAMP

700
LUMENS BRIGHT



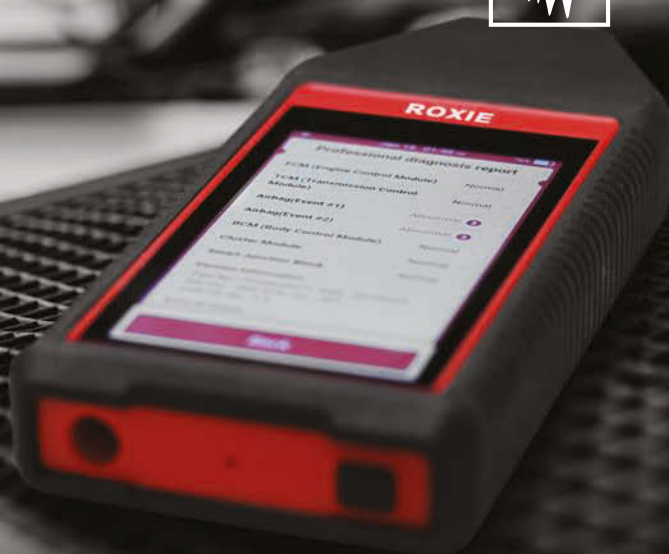
DUAL POWER
LI-ION or ALKALINE

COASTPORTLAND.COM

Enter #29 at "e-inquiry" on VehicleServicePros.com

SELF-SCANNING DIAGNOSTIC SCAN TOOLS HAVE ARRIVED!!

LET ROXIE TAKE THE WHEEL



If cars today are smart enough to drive themselves,
is it crazy to believe a scan tool can scan the car itself?

We didn't think so either.

Roxie automatically scans all makes, models and modules and emails a pre/post scan report. Roxie speaks loudly as she calls out each module being scanned.

Enter #30 at "e-inquiry" on VehicleServicePros.com

Full vehicle systems AI inspection report Report No.: A0000011983

This report is created by
LAUNCH ROXIE

Vehicle Information

VIN: 1FTWW31P020016306
Vehicle manufacturer/model: Ford F-350
Year of manufacture: 2009
Mileage: 239971 KM

Inspection organization

Name: LaunchTechUSA
Address: 1820 S. Milliken Ave Ontario CA
Contact Number: 1-877-528-6249
SN: 088760001023
Time and date of inspection: 10/08/2018 11:58:37
Inspection Location: 9 2489 Antares Dr, Corona, CA 92618, USA

Inspection result

There are 2 issues for Power system:
1. On-Board Diagnostics (OBD) Systems Readiness Test Incomplete
2. Too Low CDP - Engine Clearing

There are 3 issues for Safety and Security system:
1. CAN Communication Bus Error - Reception Error
2. PIN Wheel Speed Sensor Input Circuit Fault

There are 7 issues for Vehicle body system:
1. Ignition ON/CM Switch Circuit Fault
2. Transfer Case 2WD Two Wheel Drive Solenoid Circuit Open Or Short To Ground
3. Ignition Run/Accessory Circuit Fault
4. Transmission Transfer Case 4WD (Four Wheel Drive) Solenoid Circuit Fault
5. Ignition Key In Circuit Error
6. CAN Communication Bus Error - Reception Error
7. Ignition Switch Circuit Open

Inspections are normal for Power system:
1. TCM (Transmission Control Module)

Inspections are normal for Safety and Security system:
1. PMS (Parking Aid Module)
2. TBC (Trailer Brake Control Module)
3. TCM (Transmission Control Module)
4. VSM (Vehicle Security Module)

Professional Report

| Module | Status |
|------------------------------------|----------|
| GEM (Generic Electronic Module) | Abnormal |
| ABS (Anti-Lock Braking System) | Abnormal |
| IC (Instrument Cluster) | Abnormal |
| PAM (Parking Aid Module) | Normal |
| PCM (Powertrain Control Module) | Abnormal |
| TBC (Trailer Brake Control Module) | Normal |
| TGM (Transmission Control Module) | Normal |
| RCM (Rearrest Control Module) | Normal |
| VSM (Vehicle Security Module) | Normal |

Disclaimer

This inspection report is for reference only. All data provided in this report is based on static data, detailed dynamic and/or live diagnostic data should be generated by a professional maintenance tool. Launch is not liable for any fault or accident caused thereby.

SNEAK PEEK

360-DEGREE ARTICULATION WITH JOYSTICK

The **Oasis Scientific Vividia ME-610 Automotive Industrial Borescope Inspection Camera** is designed for automotive and industrial inspection and diagnostics. This tool offers a 1m long, 6mm diameter probe with 360-degree all-way articulation controlled by a joystick. The camera is equipped with a sapphire protect lens that is impact, fall, and scratch-resistant. The probe is made from titanium alloy with high wear resistance. The ME-610 offers high quality, clear images with LEDs. The Vividia tool is suitable for examining car engine cylinder blocks, valves, piston heads, nozzles, ternary catalytic converters and evaporation tanks. The



ME Series Articulating Borescopes feature three models: ME-610 (without the air cooling channel), ME-610C (with an air cooling channel for compressed air cooling), and the ME-610HT (with air cooling and compact rechargeable pump for hot engines).

Enter #31 at "e-inquiry" on VehicleServicePros.com



IMPROVED SPINDLE ASSEMBLY, SIDE BARS, AND JAWS

The **Wilton Tradesman bench vise** features a fully sealed, one-piece spindle nut assembly, a redesigned spindle assembly with replaceable Tommy bar, a precision machined slide, and machined steel serrated jaw inserts with black phosphate, anti-corrosion coating. This Tradesman version comes in four sizes, with jaw widths of 4 1/2", 5 1/2", 6 1/2" and 8". The 60,000 psi, ductile iron body, jaws, and base of the Tradesman vise are backed by Wilton's Lifetime Warranty.

Enter #32 at "e-inquiry" on VehicleServicePros.com



MIDSTATE TOOL & SUPPLY, INC.

VIRTUAL

TOOL SHOWCASE

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Featured Lines: **MICROFLEX**
THE MOST TRUSTED NAME IN GLOVES

GW GEARWRENCH

IR Ingersoll Rand

Milwaukee



Chicago Pneumatic



SUNEX TOOLS

DEWALT

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- Midstate Tool is a complete professional quality tool, equipment and auto-body supply master warehouse. We stock over 250 USA-based **brand-name** manufacturers' complete lines with parts and accessories.
- Visit our web site: www.midstatetool.com

www.virtualTOOLshowcase.com

Register Here to Begin Your Virtual Showcase Adventure!

Enter #33 at "e-inquiry" on VehicleServicePros.com

Be our guest online
May 16-31, 2019
A Tool Show at Your Fingertips 24/7





PROVIDES 900 FT-LBS OF REMOVAL TORQUE

Michigan Pneumatic's 1/2" Impact Wrench, No. MP-2144QR, offers power and durability. Part of the Venom Series of impact wrenches, this tool provides 900 ft-lbs of removal torque and is built to withstand the harshest environments and demanding applications. The durable aluminum/composite design, rugged twin hammer clutch, and other internal components are engineered and built for heavy use and extended life. This industrial grade impact also offers a one-finger easy switch fwd/rev, handle exhaust for quiet operation, and is available with 2" extended anvil (MP-2144QR-2). For maintenance operations, the MP-2144QR-P offers a pin retainer for positive socket retention. The MP-2144QR's lightweight aluminum and composite design, power, and durability make it ideal for vehicle service and maintenance repair professionals.

Enter #34 at "e-inquiry" on
VehicleServicePros.com

OFFERS A SINGLE PIECE ARBOR/CUTTER CONSTRUCTION

The **Blair Equipment Co., Inc. Rotabroach Extended Reach Cutters** are available in four popular sizes which include 3/8", 7/16", 1/2" and 9/16" diameters. The new cutters are also available in a convenient kit that contains all four cutter diameters in a molded plastic case for protection of the tools, plus two pilots and a hex wrench. The Extended Reach cutters feature a single piece arbor/cutter construction and include a spring-loaded pilot for "popping out" the slug at the end of the cut. The cutters provide depths of cut of up to 1/4" with a 0.80" maximum flute length and are made in the U.S.

Enter #35 at "e-inquiry" on
VehicleServicePros.com



WORKS ON A VARIETY OF EUROPEAN VEHICLES

The **Cal-Van Tools Euro Stretch Belt Installation Tool**, No. 735, is designed to make installing stretch belts quicker and easier. With multiple large adjustable pins, this tool is designed to work on a variety of European brand vehicles. The tool is designed to help increase the ease of installation and prevent damage to the belt and pulley. The lightweight and compact design makes this tool suitable for working in tight areas.

Enter #36 at "e-inquiry" on VehicleServicePros.com



PERFECTING PUSH-BUTTON PUMP PLIERS SINCE 1984

KNIPEX – Tools Designed With Your Profits in Mind

MOBILE JOBBER SELLING TIPS

- Sell the Original push-button pump pliers with 35 years of innovation
- More than 23 products in 7 sizes from 5" to 22".
- Grip any fastener shape tighter and stay locked until you let go.
- Available in 4 handle styles: classic plastic dipped, comfort, multi-component or 1000v insulated safety handles.

In 1984, KNIPEX released the first design of the now famous Cobra® push-button pump pliers—Lock into the legacy—KNIPEX locking push-button pliers.

See a video of this tool:
<https://goo.gl/wia8MN>



THE ORIGINAL PUSH-BUTTON

©2019 KNIPEX facebook.com/knipex.us

KNIPEX Quality – Made in Germany

Enter #37 at "e-inquiry" on VehicleServicePros.com

MOST WANTED

A Battery Maintainer

The **Gold Eagle Co. STA-BIL Battery Maintainer** features a glowing charger interface designed for ease of use, amp auto adjust allowing for use on 6V and 12V batteries, and fully automatic multi-stage charging. These battery maintainers are ideal for cars, boats, jet skis, dirt bikes, and outdoor power equipment.

Enter #38 at “e-inquiry” on VehicleServicePros.com



C Auto Knife

The **Buck Knives 112 Auto Knife** is easily deployed with the push of a button, readying the 420HC blade quickly and efficiently. The 112 Auto features the classic Macassar Ebony handle, brass bolsters and a clip point blade, and includes a leather sheath for safe carry. The blade includes a lifetime warranty and is made in the U.S.A.

Enter #40 at “e-inquiry” on VehicleServicePros.com



B Handheld LED Audio Light

The **Advanced Lighting Systems 600lm Rechargeable Handheld LED Audio Light**, No. AUD601R, is a high efficiency COB LED Audio Light with a built-in Bluetooth speaker that provides high quality sound and wireless control for music play. Music can be enjoyed with one button, the company says. The Bluetooth speaker function pairs to the user's device in seconds. A 90-degree rotating bracket with a powerful magnet allows the light to be securely attached to any metal surface. A glow-in-the-dark fluorescent reflector makes the light easy to locate in the dark. This product is IP65 dust and water resistant.

Enter #39 at “e-inquiry” on VehicleServicePros.com

D TPMS Hex Nut Removal Kit

The **Dill Air Controls TPMS Hex Nut Removal Kit**, No. 5010, removes seized TPMS valve stems. The kit includes a drill bit with specialized stop feature, a custom CNC machined drill guide, 'easy-out' tools, wheel protecting O-rings, and a user's guide. The Dill 5010 is designed to eliminate the need for a cut-off wheel or a hammer and chisel, and the company says removal can be done in 30 seconds with use of the kit.

Enter #41 at “e-inquiry” on VehicleServicePros.com

E Compressed Air Filter

The **Motor Guard MHT-7100 Compressed Air Filter** is a high-volume water trap combined with a particulate and oil filter, with the company's hydrophilic depth cartridge that filters to a 0.01 micron rating. The cartridge was developed to trap oil, water, and particulates in between the tightly wound sheets of high-efficiency media. A drop-in replacement cartridge (No. M-710) and spin-off T-handle provide for a rapid cartridge change.

Enter #42 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 Refrigerant Analyzer

The **Neutronics Legend Series Refrigerant Analyzer** is designed to meet the service needs of R-1234yf, R-134a, and R-12 equipped vehicles. Certified to the SAE J2912 standard, this tool connects directly to SAE J2843 and J3030 A/C service machines that have an external analyzer USB port. This analyzer offers 10 built-in languages, a 5" color display, soft touch input keys, and a tough ABS display window with rubber bumper corner protection. Other features include an internal lithium battery, optional printer, and Bluetooth output, as well as a rugged storage case. Software can be updated by simply downloading the latest version from the company's website and installing it using a flash drive. A one-year warranty is included on all product versions.

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



F



G

H



I



J



G Professional OBD-II Scanner

The **Zurich ZRPRO Professional OBD-II Scanner** is designed to offer sophisticated diagnostics in an easy-to-use, affordable tablet. The ZRPRO offers Bluetooth wireless connectivity to the vehicle and a fully-functioning Android tablet that includes a high-resolution camera. Other notable features include global OBD-II vehicle coverage that includes most U.S., Asian, and European vehicles built after 1996; full health system reporting and live graphing; Auto VIN scan; bidirectional controls; OEM special functions including battery reset procedures, electronic brake caliper release, key fob relearns, and more; and built-in DTC code search. The tool is Wi-Fi enabled, with an 8" IPS touchscreen display and convenient web browser that allows users to download third-party apps. The scanner comes in an impact-resistant case.

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

I Digital Battery Analyzer

The **OEMTOOLS Digital Battery Analyzer**, No. 24359, is a safe, fast, simple, and portable battery starting and charging system analyzer. This product is designed to be easy to use, and has indicator lights to let users know the condition of the battery. The 24359 meets SAE, DIN, EN, IEC, and CA testing standards, and has a voltage output of 7 to 15 VDC.

Enter #46 at "e-inquiry" on VehicleServicePros.com

J Hose Clamp Pliers

The **KNIPEX 7-1/4" Hose Clamp Pliers**, No. 85 51 180 A, are ideal for smaller engines and are designed to be easier to maneuver in tight spaces. These pliers feature the same rotating tips as the company's 10" versions, making the tool usable from different angles. The pliers adjust by shifting directly onto the hose clamp, and offer 15 adjustment positions, with a working capacity of 2". The pliers are German chrome vanadium electric steel, and are forged and oil-hardened.

Enter #47 at "e-inquiry" on VehicleServicePros.com

20TH ANNUAL **PTEN** INNOVATION 2019 AWARDS

Each year the *PTEN* Innovation Awards feature the newest and most innovative products introduced to the automotive aftermarket. This year, *PTEN* received 149 product entries – the most entries in a single year to date! We've published the first round of nominees in this section. Stay tuned for the second round of nominees next month in the June issue. For the full list of 2019 nominees with full product details, visit: VehicleServicePros.com/2019IANominees.

NOMINEES PART 1



EZ Red
XLM500 Xtreme Magnetic
Logo Worklight
CATEGORY: Lighting
Enter #48 at "e-inquiry"
on VehicleServicePros.com



Makita
18V LXT Sub-Compact
Brushless 3/8" Square
Drive Impact Wrench,
No. XWT12RB
CATEGORY: Power Tools
Enter #50 at "e-inquiry"
on VehicleServicePros.com



Snap-on Diagnostics
Apollo D8
*CATEGORY: Automotive
Scan Tools*
Enter #52 at "e-inquiry"
on VehicleServicePros.com



Alert Stamping
Weatherproof Reel
CATEGORY: Shop Equipment
Enter #54 at "e-inquiry"
on VehicleServicePros.com

Legacy Manufacturing
Flexzilla Pro Air Compressors
CATEGORY: Shop Equipment
Enter #49 at "e-inquiry"
on VehicleServicePros.com



Lumax
Extra Long Heavy Duty Quick
Release Coupler, No. LX-1403-XL
CATEGORY: Oil and Lube
Enter #51 at "e-inquiry"
on VehicleServicePros.com



SP Air
Reversible Flex Head Cut-Off
Tool, No. SP-7231R
CATEGORY: Air Tools
Enter #53 at "e-inquiry"
on VehicleServicePros.com



Bosch
ADS 325 Scan Tool
*CATEGORY: Automotive
Scan Tools*
Enter #55 at "e-inquiry"
on VehicleServicePros.com





Ullman Devices

Digital Inspection Mirror
CATEGORY: Inspection Tools, Lab Scopes

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



NEXIQ Technologies

Pocket HD
Handheld Scan Tool
CATEGORY: Heavy Duty Scan Tools

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



SP Tools/Schley Products

Sheppard Pitman
Arm Remover

CATEGORY: Tire, Wheel Service
Enter #60 at "e-inquiry"
on VehicleServicePros.com



Hofmann-USA

Geodyna 7340 Wheel
Balancer

CATEGORY: Tire, Wheel Service
Enter #62 at "e-inquiry"
on VehicleServicePros.com

GEARWRENCH

Mobile Work Station

CATEGORY: Tool Boxes & Carts
Enter #64 at "e-inquiry"
on VehicleServicePros.com



Snap-on Tools

Polartek Dual A/C
Machine, No. EEAC334

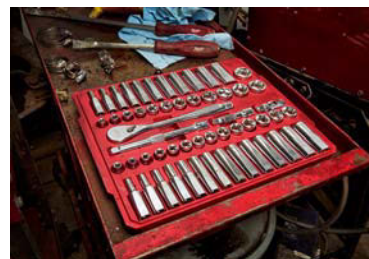
CATEGORY: A/C Service
Enter #57 at "e-inquiry"
on VehicleServicePros.com



Milwaukee Tool

Ratchet and Socket Sets

CATEGORY: Hand Tools
Enter #59 at "e-inquiry"
on VehicleServicePros.com



Rotary Lift

Heavy Duty Two Post
Lift, No. SP020

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



Matco Tools

Maximus 3.0 Diagnostic Scan
Tool, No. MDMAX3

CATEGORY: Automotive Scan Tools
Enter #63 at "e-inquiry"
on VehicleServicePros.com



Bosch

HDS 250 Heavy Duty
Scan Tool Kit

CATEGORY: Heavy Duty Scan Tools
Enter #65 at "e-inquiry"
on VehicleServicePros.com



2019 NOMINEES

PART 1



Lisle
Actuator Motor Wrench
Set, No. 64100
CATEGORY: Specialty Tools
Enter #66 at "e-inquiry"
on VehicleServicePros.com



Robinair
17800C Multi-Refrigerant
Machine
CATEGORY: A/C Service
Enter #68 at "e-inquiry"
on VehicleServicePros.com



Thexton
Extended Small Engine
Spark Tester, No. 862
CATEGORY: Specialty Tools
Enter #70 at "e-inquiry"
on VehicleServicePros.com



**SP Tools/Schley
Products**
Breather Hose Release
Tools, No. 14550
CATEGORY: Specialty Tools
Enter #72 at "e-inquiry"
on VehicleServicePros.com



**Innovative Products
of America**
Flow-Thru System with Brush
and Venturi, No. 8091
CATEGORY: Shop Equipment
Enter #74 at "e-inquiry"
on VehicleServicePros.com

Snap-on Tools

Flank Drive Xtra (FDX)
Socket System
CATEGORY: Hand Tools
Enter #67 at "e-inquiry"
on VehicleServicePros.com



GEARWRENCH

Bluetooth Speaker/Radio,
No. 86997
*CATEGORY: Safety Equipment &
Personal Gear*
Enter #69 at "e-inquiry"
on VehicleServicePros.com



Milwaukee Tool

M12 FUEL Stubby
Impact Wrenches
CATEGORY: Power Tools
Enter #71 at "e-inquiry"
on VehicleServicePros.com



OTC

Heavy Duty Gear Puller,
No. 6614
CATEGORY: Specialty Tools
Enter #73 at "e-inquiry"
on VehicleServicePros.com



Bosch

BAT 135 Battery Tester with
Integrated Printer
*CATEGORY: Battery
Service Equipment*
Enter #75 at "e-inquiry"
on VehicleServicePros.com



Unmatched heavy-duty diagnostics

New and improved 3824A Bosch ESI[truck]

With easy-to-use software and a massive array of technical information, technicians can perform an ultra-fast and accurate diagnosis to get the repair done right and the vehicle back in operation.

Learn more about the 3824A ESI[truck] at boschdiagnostics.com/pro



BOSCH

Invented for life

Enter #76 at "e-inquiry" on
VehicleServicePros.com

2019 NOMINEES

PART 1



Carlyle Tools
All-Aluminum 2-Ton
Service Jack
CATEGORY: Jacks and Stands
Enter #77 at "e-inquiry"
on VehicleServicePros.com



Drew Technologies
DriveCRASH
CATEGORY: Body Shop
Enter #79 at "e-inquiry"
on VehicleServicePros.com



Mueller-Kueps
Quick-Lock Razor Scraper
CATEGORY: Hand Tools
Enter #81 at "e-inquiry"
on VehicleServicePros.com



Snap-on Tools
Wireless Pressure Tester,
No. EEPV700-KIT
**CATEGORY: Engine
Service & Repair**
Enter #83 at "e-inquiry"
on VehicleServicePros.com



Lock Technology
Texas Twister Air Hammer,
No. LT855-AH-SK
CATEGORY: Air Tools
Enter #85 at "e-inquiry"
on VehicleServicePros.com

Milwaukee Tool

USB Rechargeable Rover
Pivoting Flood Light
CATEGORY: Lighting
Enter #78 at "e-inquiry"
on VehicleServicePros.com



Matco Tools

Universal Brake Caliper
Wind-Back Tool, No. BCW6
CATEGORY: Brake Service
Enter #80 at "e-inquiry"
on VehicleServicePros.com



Dill Air Controls

TPMS Hex Nut Removal
Kit, No. 5010
CATEGORY: Tire, Wheel Service
Enter #82 at "e-inquiry"
on VehicleServicePros.com



GEARWRENCH

Electronic Torque Wrench
with Angle
CATEGORY: Hand Tools
Enter #84 at "e-inquiry"
on VehicleServicePros.com



H&S Autoshot

Double-Pulse Synergic Multi-
Purpose MIG/TIG/Stick Welder,
No. HSM250
CATEGORY: Welding
Enter #86 at "e-inquiry"
on VehicleServicePros.com





FLIR

ONE Pro LT

CATEGORY: Inspection Tools, Lab Scope

Enter #87 at "e-inquiry" on VehicleServicePros.com



Thexton

Portable Trailer Light Tester

CATEGORY: Electrical Testing Tools

Enter #89 at "e-inquiry" on VehicleServicePros.com



Mitchell 1

Manager SE
MessageCenter

CATEGORY: Shop Software

Enter #91 at "e-inquiry" on VehicleServicePros.com



Mueller-Kueps

Wheel Weight Pliers,
No. 282 240

CATEGORY: Tire, Wheel Service

Enter #93 at "e-inquiry" on VehicleServicePros.com



WD-40

Specialist Fast-Acting
Carb/Throttle Body
and Parts Cleaner
CATEGORY: Chemicals

Enter #95 at "e-inquiry" on VehicleServicePros.com

Snap-on Equipment

Heavy Duty Tilt Back Tire
Changer, No. EEWH331A

CATEGORY: Tire, Wheel Service

Enter #88 at "e-inquiry" on VehicleServicePros.com



Mighty-Seven

1/2" Drive EZ Grease Series
Impact Wrenches, No.
NC-4650HB

CATEGORY: Air Tools

Enter #90 at "e-inquiry" on VehicleServicePros.com



KNIPEX

6-1/4" Wire Rope Cutter,
No. 95 62 160

CATEGORY: Hand Tools

Enter #92 at "e-inquiry" on VehicleServicePros.com



Mac Tools

Repair Source Diagnostics
CATEGORY: Automotive Scan Tools

Enter #94 at "e-inquiry" on VehicleServicePros.com



General Technologies

Fuel Injection Analyzer,
No. GTC605

CATEGORY: Specialty Tools

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



2019 NOMINEES

PART 1



Snap-on Tools
Advanced Digital Multimeter with Free App, No. EEDM596FK
CATEGORY: Electrical Testing Tools
Enter #97 at "e-inquiry" on VehicleServicePros.com



Matco Tools
29-pc Hyper-Step Drill Bit Set
CATEGORY: Specialty Tools
Enter #99 at "e-inquiry" on VehicleServicePros.com



Mayhew Tools
90-Degree Locking Hose Clamp Pliers
CATEGORY: Hand Tools
Enter #101 at "e-inquiry" on VehicleServicePros.com



CAY Industries
Socket Roll Pro
CATEGORY: Tool Organizers
Enter #103 at "e-inquiry" on VehicleServicePros.com



Mac Tools
600 lm Inspection Light, No. MHL600
CATEGORY: Lighting
Enter #105 at "e-inquiry" on VehicleServicePros.com

Carlyle Tools

Interior Creeper, No. 815-1337
CATEGORY: Creepers & Seats
Enter #98 at "e-inquiry" on VehicleServicePros.com



OEMTOOLS

GM Harmonic Balancer Puller, No. 25264
CATEGORY: Engine Service & Repair
Enter #100 at "e-inquiry" on VehicleServicePros.com



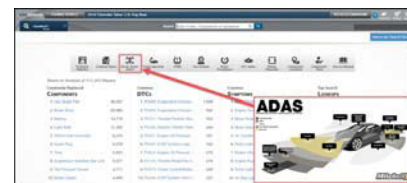
Pelican Products

Five Series Flashlights
CATEGORY: Lighting
Enter #102 at "e-inquiry" on VehicleServicePros.com



Mitchell 1

ProDemand Driver Assist ADAS Quick Link Feature
CATEGORY: Repair Information
Enter #104 at "e-inquiry" on VehicleServicePros.com



Dent Fix Equipment

AluArc Aluminum Repair Station, No. DF-900ARC/DX and DF-900ARC/DXE
CATEGORY: Welding
Enter #106 at "e-inquiry" on VehicleServicePros.com



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MACHINES, LEAK DETECTORS AND ACCESSORIES**

2019 NOMINEES

PART 1



K-Tool International
Car Creeper Seat,
No. KT174906
CATEGORY: Creepers & Seats
Enter #108 at "e-inquiry"
on VehicleServicePros.com



ProMAXX
Oil Tube Extractor
CATEGORY: Specialty Tools
Enter #110 at "e-inquiry"
on VehicleServicePros.com



Macnaught
BOP20 Battery-
Operated Pump
CATEGORY: Oil & Lube
Enter #112 at "e-inquiry"
on VehicleServicePros.com



MAHLE
ArticPRO ACX2280 Refrigerant
Handling System
CATEGORY: A/C Service
Enter #114 at "e-inquiry"
on VehicleServicePros.com

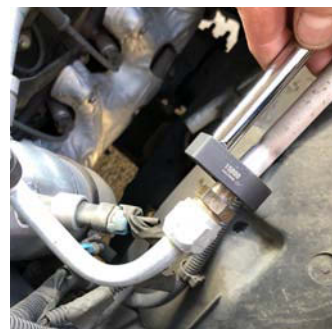
Monster
Auto-Darkening
Welding Goggles
CATEGORY: Welding
Enter #109 at "e-inquiry"
on VehicleServicePros.com



BluBird
FastFix Hose Fittings
CATEGORY: Shop Equipment
Enter #111 at "e-inquiry"
on VehicleServicePros.com



SP Tools/Schley Products
Shouldered Crow Foot
Socket Set, No. 15000
CATEGORY: Hand Tools
Enter #113 at "e-inquiry"
on VehicleServicePros.com



Snap-on Tools
14.4V 1/4" Drive MicroLithium
Cordless Long Reach Ratchet
Kit, No. CTR717,
CATEGORY: Power Tools
Enter #115 at "e-inquiry"
on VehicleServicePros.com





John Bean
V6200 Heavy Duty Aligner
CATEGORY: Alignment Equipment
Enter #116 at "e-inquiry"
on VehicleServicePros.com



TEXA
eTruck Telematics Device
CATEGORY: Diagnostics
Enter #118 at "e-inquiry"
on VehicleServicePros.com



Wilton
Mechanics Pro Vises
CATEGORY: Shop Equipment
Enter #120 at "e-inquiry"
on VehicleServicePros.com



Macnaught
Retractor R3 with RACR
CATEGORY: Shop Equipment
Enter #122 at "e-inquiry"
on VehicleServicePros.com



Snap-on Tools
10-pc Bearing Race and Seal Driver Set
CATEGORY: Shop Equipment
Enter #124 at "e-inquiry"
on VehicleServicePros.com



Airboss Air Tools
Twin Hammer Mechanism
Impact Wrench,
No. AW-80T
CATEGORY: Air Tools
Enter #117 at "e-inquiry"
on VehicleServicePros.com



Cojali
Jaltest CV Kit
CATEGORY: Heavy Duty Scan Tools
Enter #119 at "e-inquiry"
on VehicleServicePros.com



Snap-on Tools
Heavy Duty Off-Road Creeper,
No. JCWTANK
CATEGORY: Creepers & Seats
Enter #121 at "e-inquiry"
on VehicleServicePros.com



CRKT
Technician Tool
CATEGORY: Safety Equipment & Personal Tools
Enter #123 at "e-inquiry"
on VehicleServicePros.com



MAC Tools
High Performance 1/2"
Drive Air Impact Wrench,
No. MPF990501
CATEGORY: Power Tools
Enter #125 at "e-inquiry"
on VehicleServicePros.com

SHOW ME YOUR TRUCK

Hitting all the stops

This Mac Tools dealer on the Oregon coast is in his upgraded truck, selling tools and service to a diverse customer base.

by Sara Scullin, Editor

Joe Ostling has been a mobile tool dealer with Mac Tools for nearly nine years. His lineal route is on the Central Oregon Coast, from Florence north to Tillamook. He sells product to many businesses, and not just automotive. Ostling's customers work at small, one-man shops and large dealerships, industrial facilities, and manufacturing plants. He also makes stops at logging companies, trucking companies, lumber mills, and dairy farms. This strategy has served Ostling well. "I've wanted to own my own business for many years, and with the tool business I could hit the ground running. I knew if I could diversify my customer base, if one part of the economy [happens to be] low, business will even out in the long run."

The Mac Tools dealer purchased his 24' 2018 Peterbilt 337 from Summit Bodyworks and took possession of it in February 2018. Ostling says because of the miles he covers it was difficult to justify a second-hand vehicle, so he opted to purchase new.

The spacious truck suits his large inventory of product and his show-and-tell service style. Each shelf on the Peterbilt holds a different category of product. He dedicates one larger shelf to sale items, which are rotated regularly.

Ostling keeps popular diagnostic and power tool displays near the front door. He also likes to take power tools out of their packaging so customers can get a good look and feel for the tool. "A lot of customers are [purchasing] cordless tools instead of air tools. Most customers want to touch, feel and handle those items," he says.

As far as features go, he appreciates extra tie downs for his product displays, and how well-lit the vehicle is, thanks to power outlets in various places throughout. "It's nice to have a convenient space to plug in battery powered items," he says.

He also keeps miscellaneous items in a couple drawers beneath the counter, such as punches and chisels, and sockets not in a set. The products housed here are a bit of a treasure hunt for customers, but this suits them.

"It was six to eight months before they learned [those products] were there to investigate. Customers are funny — especially maintenance technicians — they are very inquisitive," says Ostling. "They'll take boxes down and open them to see what's in them. It's a touchy-feely deal."

Ostling started out as an equipment manager for a construction company, and he says maintenance people are, for the most part, service-oriented. On his truck he not only sells tools, he sells service.

"That's the way [maintenance professionals] think and breathe and live. I went into this business with the same attitude; if I give good service to my customer, the rest will take care of itself."

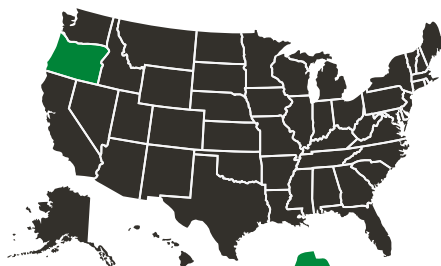
Ostling does this by making sure customers' needs, repairs, and warranties are taken care of promptly with no hassles. He says these services keep customers "coming back for more."

"Once you become their supplier you depend on them, and they depend on you." **PD**



To view more photos of
Ostling's truck, go to:
**VehicleServicePros.com/
21076508**

VEHICLESERVICEPROS.com



Joe Ostling
Oregon Coast





Top Left- Ostling displays cordless power tools next to the front door. Customers like to handle and test these popular items. **Top Right and Bottom Right-** Each shelf on the Peterbuilt is organized into categories by product type: fasteners, extraction tools, electronics, power tools, etc. Ostling dedicates one larger shelf for sale items which are rotated regularly. **Above-** Ostling's L-shaped desk is located on the righthand side as one walks into the main door. The customer/product area is to the left. The Mac Tools dealer says, "It's nice to set apart my workspace/office/checkout area from the rest of the truck. [The configuration] also allows me to generally be at one end of the truck and watch what is going on down the aisle."

Show us your truck

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

Contact Editor Sara Scullin by email at Sara@VehicleServicePros.com for more information.



BY STEFANIE VON RUEDEN

ASSISTANT EDITOR

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The diagnostic power of thermal imaging tools

Boost sales by helping shops understand how thermal imaging tools can streamline diagnostics.

Image courtesy of FLIR

Technicians rely on accurate diagnostic tools that enable them to quickly troubleshoot vehicle problems and find the most efficient repair. As vehicles become increasingly complex, technicians need to utilize a wider variety of diagnostic testing equipment to keep their diagnostic time as efficient as possible. One tool category that assists with this is thermal imaging tools.

Thermal imaging tools utilize sophisticated sensors to detect differences in temperatures on surfaces of various components, and compose a picture of those temperature variations. This makes it easier to pinpoint abnormal temperatures on a component that is not working efficiently, or that is facing imminent failure. These tools also allow technicians to take pictures of a problem to show customers a vivid color portrayal of a problem that needs repairing, helping to lend credibility to the shop's repair quote.

"For many years, thermal imagers were priced out of the budgets of many automotive shops," says Richard Wexler, Director – Instruments, FLIR. "Now, with more affordable models increasingly available, the rapid diagnostic power of thermal imaging is within reach of many dealer and standalone automotive repair facilities."

As thermal imaging tools continue to become more cost-effective for automotive repair shops, this provides a sales opportunity for distributors who understand the diagnostic value this tool category has to offer.

USES OF THERMAL IMAGING TOOLS

Thermal imaging tools can be used to diagnose a wide variety of issues. Wexler offers the following examples of applications where a thermal imaging tool can streamline diagnosis:

- **An electrical component is not working properly.** A wiring connection or fuse might be corroded, causing increased resistance and overheating. An issue like this might be concealed by electrical tape, connectors, or wireloom, but a thermal imager could pinpoint the issue. Similarly,



a thermal imager can be used to diagnose other electrical components such as coil packs.

- **An accessory belt is failing repeatedly.** A thermal imager can reveal if a misalignment of pulleys is causing overheating and putting stress on the belt. It can also test whether the air conditioning system is working properly. Surface temperatures of high- and low-pressure lines can be checked for damaged insulation. Failing thermostats or clogged or blocked radiators or coolant lines will be apparent when only part of a radiator shows it's working properly, or a line has a sudden change in temperature.
- **Drivetrain and suspension diagnostics.** A thermal imager can reveal excessive friction from worn components.
- **Brakes with stuck pistons.** Stuck pistons might be causing one caliper to stick, causing abnormal wear and heat on one rotor. The same might also be true for a stuck parking brake with a damaged cable.
- **Exhaust system leaks, cracked manifolds, failed gaskets, and clogged catalytic converters.**

Upcoming topic:

Look for information on stocking and selling the following category:

Lighting (June)

A thermal imager can be used to pinpoint and document these issues.

- **Failures in components** like heated and cooled seating surfaces.
- **Damaged rear window defroster gridlines.**
- **Dashboard switchgear for components with high current draw.** Accessory driving lights, heated seats, or drive modes might be carrying abnormal resistance or shorting, and they will heat up, indicating a failing switch or relay.
- **Failing injectors, misfiring, or low pressure in one cylinder.** These items can be revealed by a stark contrast of the suspect cylinder's manifold showing a lower temperature than others.

FINDING THE RIGHT FIT FOR THE JOB

As with any diagnostic tool, the best solution depends on the application. There are a variety of criteria for helping shops decide on the proper thermal imaging tool for them.

There are two main types of thermal imaging tools available: a dedicated thermal imager designed for automotive use, or an electrical test meter with a built-in thermal imager. A dedicated thermal imager tends to be easier to aim and has a larger display, but for shops looking for a more economic option, a hybrid thermal imaging electrical meter can offer many of the same capabilities.

All thermal imaging tools essentially work the same way, says Javier Hernandez, project manager, JS Products.

"Where [thermal imaging tools] differentiate themselves is in the temperature range and thermal resolution," he explains. "Both temperature and resolution will affect the cost of the unit."

The better the resolution, the more detail technicians will be able to see. And, higher resolution tools will offer a better range, allowing users to see longer distances using the tool. Temperature sensitivity is also an important aspect

of thermal imaging tools, especially for automotive applications. Choosing tools with a larger temperature range will allow the widest possible range of diagnostic capabilities.

Another factor to consider is the "distance to spot" ratio, FLIR's Wexler says. In other words, how close do you need to be to get an accurate reading? "Farther is always better," he adds. "For example, an imager with a 1:12 ratio works best one foot away, while a 1:30 ratio provides an added layer of safety and accuracy at 30" away."

Also consider the durability of the tool, whether it has any convenient extras such as a built-in light and laser pointer, and image storage.

TIPS FOR SELLING

Shops want to buy equipment that provide demonstrated value. If they can see how a product will save them time and effort, they will be more likely to purchase it.

"Give them examples of common problems and show how the thermal imager can help resolve those issues faster," suggests JS Products' Hernandez.

"Thermal imagers are a high impact and hands-on tool," Wexler adds. "Use a security cable if needed, but make sure customers can handle the imager and try it out. Seeing is really believing, and that's what will get customers excited. The best way to demo it is to let them try it on a car they're working on, or to scan your truck's components to see what it reveals."

Ask the shop if they ever have a hard time convincing customers to agree to repairs. If they say yes, ask if the ability to show a customer a vivid picture of what's wrong with their vehicle might help build trust and get them to agree to complex repairs that can be hard to explain.

Ask questions about the specific applications that they will be using the thermal imaging tool for, what features

they would like to have, and then suggest a tool that best fits those needs. For example, if the shop intends to use the thermal imager for a lot of diesel engines or turbocharged engines, they will need a thermal imaging tool with a larger temperature range, so the tool can handle the temperatures these super-hot components can reach. More tech savvy shops might appreciate a tool that has the ability to "talk" to the shop's iPad using Bluetooth to show customers what the technician is working on.

Like with a phone or digital camera, image storage is an important consideration. Thermal imaging tools should have enough storage for larger, high resolution images. As a general rule, 4GB is a good standard, Wexler suggests. Many thermal imagers have expandable memory, so consider stocking extra memory cards, as well as extra batteries and protective storage cases, to encourage add-on sales.

Take the time to understand thermal imagers, and take advantage of resources provided by manufacturers, such as videos that highlight the top features of each tool.

This is a difficult product category to sell without a demonstration if the shop doesn't already use thermal imaging tools. Distributors that can show how this tool category helps streamline vehicle diagnostics will have a competitive edge when selling to shops.

"Many prospective customers have preconceived notions that thermal imagers are cost-prohibitive and out of budget," Wexler says. "Don't end the conversation there. Prices have come down dramatically, even over the last few years. Make sure they know that!"

Thermal imaging tools are not a specialty tool—they are a tool that can be used for a variety of diagnostic applications. Boost sales by helping prospective buyers understand how this powerful tool category could change their day-to-day diagnostic process to make it more efficient. 📺



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 or 847-910-1063.

Own the objection and earn more sales

Believe it or not, an objection can become one of your best sales tools.

"Those steel toe shoes are too hot in the summer."

"That impact wrench is too heavy."

"That impact wrench is too light."

"That ratchet doesn't have enough teeth."

"That ratchet has too many teeth."

"The screen on that scan tool looks like it might break."

Sometimes it seems like the objections during your product presentations will never end, right?

In the March issue of *Professional Distributor*, we wrote about selling new products to smaller customers first as a great way to get the bugs out of your sales presentation. In doing this, you will also learn the common and maybe not-so-common objections voiced by your sales prospects concerning this particular product. Whether your prospect works in a two-bay corner garage or in a 50-bay multi-brand mega dealer, customers' concerns about your product will be similar and maybe exactly the same. So let's look at a way to keep those objections to a minimum, and close more sales while you're at it.

EMBRACE THE OBJECTION

This is not as hard as it sounds. Simply build the objections into your product pitch. This strategy lets you control how and when objections are presented. If in the middle of your presentation your prospect says, "That screen on your scan tool looks like it might break pretty easily," you must stop your presentation and respond with something like, "Oh no, it is very strong."

No matter how you respond, you are on the defense. However, if you build the objection into your presentation you can answer the issue and satisfy what is in the prospect's mind before they even ask the question. Better yet, you may be answering the serious objection your prospect has in their mind that they don't ask – a question which is causing them to not buy your scan tool. People are funny: some will simply not voice an objection, even if it is a deal killer.

If you find the strength of the screen is a common objection, make a statement like this early on in your presentation:

You: "I want you to notice how the screen is surrounded by this rubber bumper, and that the screen

is set back in the case. Knowing that a mechanic can break almost anything, this product's designers did this to greatly reduce the potential for screen damage, and if the screen should get broken it is easily replaceable. That's a great feature isn't it?" (This is a trail close; it's a time for you to be quiet until the prospect answers.) By taking the offense you have taken a likely objection and turned it into a positive selling point.

Now let's look at some additional preemptive ideas to handle common objections.

Imagine you are giving the presentation on a line of steel toe shoes, and almost every time the prospect has mentioned that they get hot in the summer. This may or may not be true, but by inserting your own response to this question *before* your prospect mentions it, you then own it and can control how it is handled.

You: "You know, Mr. Prospect, there are some technicians who think steel toe shoes can get too hot in the summer, and that is certainly something to think about. I imagine that if you are spending a lot of time in the sun the steel may absorb some of the heat. But simply wearing thinner socks in the summer can solve the problem, and you will still get the protection of the steel toe. Face it: you work with heavy and slippery objects which have a tendency to fall. I think you will agree that the steel protection is a lot better than a week or two off work with a broken foot?"

Here's another one to try:

You: "It is interesting that some technicians think this impact wrench is too light. Company XYZ really did its homework on this point. Working with your hands all day is hard work, so by developing the impact to be a little lighter, but with all the torque you will ever need, this makes your job a little easier... which I think you'll agree is a nice feature, isn't it?"

On the flip-side, that impact wrench might feel... heavy.

You: "It's interesting that some technicians think this impact wrench is too heavy. Company XYZ really did its homework on this point and found that by making the impact a little heavier, they could reduce the vibration and kickback, which will make



your job a little easier. I think you'll agree that's a nice feature, isn't it?"

The next couple presentation insertions could answer various objections you might hear concerning ratchet teeth. Just choose the one that fits.

You: "On the subject of ratchet teeth everyone has their own opinion about which is best: lots of teeth for less handle throw or fewer teeth for more strength. This ratchet has fewer teeth, so each tooth will have more bulk to it, making each tooth much stronger. I'm sure a strong ratchet is what you are looking for, right?"

You: "On the subject of ratchet teeth everyone has their own opinion about which is best. We know that you will often be working in very

tight spaces, and a wrench with many teeth means you can advance the nut or bolt with a very small movement of the handle. I'm thinking that you will like this feature, won't you?"

No matter how hard you try you will never come up with all the possible questions or objections your prospects may have. But as you present to more customers you should hear most of them, and you can build these into your deal-making presentation.

SOME SIDE THOUGHTS FOR SUCCESSFUL SELLING

Honor their objections

What do you do when someone comes up with a really odd objection? I know that inside your head you may

be screaming "That is the dumbest question I ever heard!" But outwardly you must answer with a smile and a calm, logical explanation. Honor their objection with "That's a great question," or "I never thought of that," and then politely give them an answer. No one wants to feel their question is stupid, even if it really is.

Answer their objection... later

If a prospect has a question or objection that you are going to cover later in your presentation, simply say "That is a good question, which I will cover later in my presentation." This way you honor their question but you keep your presentation on track, so you do a great job.

Now... go sell something! **PD**

ULLMAN DEVICES

Metal Marker

The Metal Marker allows users to mark a wide range of metals with a permanent mark within seconds, for easy identification of tools and equipment.

APPLICATION

The Metal Marker allows users to mark a wide range of metals with a permanent mark within seconds, for easy identification of tools and equipment.

ORIGIN

Ullman Devices developed this tool in response to technician concern for protecting their tool investment. This product allows technicians to permanently identify the chrome and steel tools in their chest.

STORAGE AND DISPLAY

The Metal Marker is shipped in master cartons of four. The company recommends that the product be placed in the truck in individual boxes containing the tool and accessories.

SELLING POINTS

- Helps technicians protect their tool investment.
- Reduces potential friction between technicians by allowing them to easily identify which tools are theirs.
- The kit includes everything the user will need to mark their tools.
- Custom stencils are also available.

FEATURES AND BENEFITS

- Saves technicians time looking for misplaced tools, and saves money not having to replace tools.
- **The mark is permanent and can only be removed by grinding it off.**
- Easy to use: simply lock a stencil on the device, pump the electrolyte, align the Metal Marker with the item, and press the trigger.
- Allows technicians to make their tools easily identifiable.

MANUFACTURING SPECS

This tool works on a variety of metals, including chrome, stainless steel, tool steel, unfinished steel, and monel alloy.

The **Ullman Devices Metal Marker** allows technicians to permanently mark their tools, assets, or anything else metal with their name or a unique symbol so they can protect their investment. Using this marker, all technicians need to do is put a stencil on the device, pump the electrolyte, align the Metal Marker with their item, and press the trigger. Within seconds, the item is permanently branded and easily identifiable.



Saves technicians time looking for misplaced tools.



To watch a video demonstration of this product, visit:
VehicleServicePros.com/21074947

VEHICLESERVICEPROS.com



SUGGESTED RETAIL PRICE

\$266.00



FOR MORE INFORMATION

sales@ullman-devices.com
Enter #126 at "e-inquiry" on VehicleServicePros.com

SP AIR

Low Profile Hex Bit Driver

The SP Air Low Profile Hex Bit Driver is designed for use in auto body, mechanical, and woodworking applications where 1/4" bits are used.

The patent-pending **SP Air Low Profile Hex Bit Driver**, No. SP-7250H, is lightweight and features a sealed head with low profile for use in tight areas. Use with any 1/4" drive bit. One-hand easy-to-use thumb lever is for forward and reverse operation. The tool also features patented 360-degree rear exhaust.



Easy-to-use thumb lever controls forward and reverse.



SELLING POINTS

- Can be used with any 1/4" bits.
- **Ratchet style design for easy use.**
- Designed to save technicians time.
- Sealed head technology supports low profile design.

APPLICATION

The SP Air Low Profile Hex Bit Driver is designed for use in auto body, mechanical, and woodworking applications where 1/4" bits are used.

ORIGIN

SP Air developed this tool as a low profile unit that is air driven for use in shops. SP Air's sealed head technology allowed them to maintain a lower tool profile.

FEATURES AND BENEFITS

- Allows use of a pneumatic bit driver for improved control and speed.
- Low profile design fits into tight areas.
- Air control allows the user to control speed.
- Offers 360-degree exhaust so users can adjust to blow away from the worker.
- Easy-to-use thumb lever controls forward and reverse.

MANUFACTURING SPECS

All SP Air tools are made in Japan using high grade materials. This tool offers 200 rpm, 25 ft-lbs of max torque and weighs 1.5 lbs.

STORAGE AND DISPLAY

This product ships one unit per package, and is packed in a box with a parts manual. SP Air suggests displaying this product by attaching to an air fitting for display.

\$ SUGGESTED RETAIL PRICE
\$235

i FOR MORE INFORMATION

SP Air USA, Inc.
855-438-5313
sales@spairusa.com
spairusa.com

**Enter #127 at "e-inquiry" on
VehicleServicePros.com**

MIGHTY-SEVEN 1/2" Drive EZ Grease Series Impact Wrenches

The Mighty-Seven 1/2" Drive EZ Grease Series Impact Wrenches are designed to be easy to maintain for the end user.

APPLICATION

The Mighty-Seven 1/2" Drive EZ Grease Series Impact Wrenches provide users with a solution to inject grease directly into key components where impact power is generated. An easy-to-self-service tool helps ensure longevity and better performance.

ORIGIN

Mighty-Seven invented the EZ Grease System to provide tool owners with a time-saving and effective method of self-maintenance.

SELLING POINTS

- An innovative design makes the tool easier to service, according to the company.
- The EZ grease series comes with a three-year warranty.
- The new patented EZ grease systems are designed to extend the life and power of the tool.

FEATURES AND BENEFITS

An innovative design allows tool owners to maintain tool performance and prolong wear and tear on internal components, while decreasing vibration and providing a smooth and consistent operation.

STORAGE AND DISPLAY

This tool is shipped in a cardboard box. It can be shipped as an individual tool, or as a master pack box. Store your Mighty-Seven tool in a dry area or on top of a tool box. For best placement on a truck, remove the tool from its packaging and display on a stand.



NC-4255QHB



NC-4650HB

The **Mighty-Seven 1/2" Drive EZ Grease Series Impact Wrenches** are designed with an innovative "EZ" self-service maintenance method, according to the company. The patented greasable anvil allows users to add grease, helping to prolong the tool's life, decrease loss of power and help shorten down-time. Each model within the EZ grease series comes with pneumatic grease, an easy-to-use applicator, and operating instructions. The patented EZ Grease series from Mighty-Seven comes with three models to choose from:

- NC-4650HB, 1/2" Drive Impact Wrench/patent grease filled anvil 650 ft-lb
- NC-4233QHB, 1/2" Drive Impact Wrench/patent grease filled anvil 850 ft-lb
- NC-4255QHB, 1/2" Drive Impact Wrench/patent grease filled anvil 1200 ft-lb



\$ SUGGESTED RETAIL PRICE

- NC-4650HB: \$366.15
- NC-4233QHB: \$401.35
- NC-4255QHB: \$413.17

i FOR MORE INFORMATION

Horizon Tool
800-537-1077
www.mighty-seven.com

Enter #128 at "e-inquiry" on
VehicleServicePros.com

MANUFACTURING SPECS

Mighty-Seven puts a focus on end-user safety with low dBA and low vibration air tools. The company is located in, and all Mighty-Seven products are manufactured in, Taiwan.

TEXA

Navigator TXBe with IDC5 BIKE Scan Tool

The TEXA Navigator TXBe with IDC5 BIKE Scan Tool includes bidirectional controls and advanced settings.

The **TEXA TXBe with IDC5 BIKE Scan Tool** is designed for the maintenance of motorcycles, ATVs/UTVs, jet skis, and snowmobiles. It features bidirectional controls and advanced settings, and includes detailed technical information like wiring diagrams and troubleshooting. This product can read codes and live data, and can handle advanced settings such as throttle calibration, TPMS reset, and CO2 adjustment. This tool is designed to be compact and lightweight, and features protective rubbers to avoid scratching vehicles. The tool comes in a rugged storage case.



Compact and lightweight, with protective rubbers to avoid scratching vehicles.

FEATURES AND BENEFITS

- Offers codes and live data.
- Can handle advanced settings such as throttle calibration, TPMS reset, and CO2 adjustment.
- Needed for use with maintenance activities.
- Service lights need to be cleared with a diagnostic tool.
- Compact and lightweight, with protective rubbers to avoid scratching vehicles.

STORAGE AND DISPLAY

This product ships one unit per package, and includes a rugged storage case.

APPLICATION

The TEXA Navigator TXBe with IDC5 BIKE Scan Tool is designed for motorcycle maintenance, including bidirectional controls and advanced settings.

ORIGIN

TEXA developed this tool to expand their car and truck diagnostics system to include motorcycles.

SELLING POINTS

- Market for powersports diagnostics expected to expand, the company says.
- TEXA has offered motorcycle software for 15 years.
- Thousands of models covered and a lot of technical information.
- Diagnostics tools are needed to perform even easy maintenance procedures.

MANUFACTURING SPECS

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BY SCOTT "GONZO" WEAVER
CONTRIBUTING EDITOR

After owning an automotive electrical repair shop in Tulsa, Oklahoma, for more than three decades, ASE Master Tech Scott "Gonzo" Weaver now writes and teaches about the latest automotive technology. As a storyteller, Weaver has hundreds of published humorous and anecdotal stories that can be found on his website, gonzostoolbox.com. He is the author of the book, "Hey Look! I Found the Loose Nut." Email Gonzo at gonzosae@aol.com.

The right (diagnostic) tool for the job

Code readers, scan tools, and crossover products all have a place in the shop.

These days, the scanner is less likely to be a standalone tool in the repair shop; now it is integrated into the front office and the customer's invoice. Today's technician is asked to provide much more than a clean bill of health to the customer — he or she must also present a well-documented repair order that shows and tells all.

Reading the codes off a tool and describing the results to the customer is only a small part of a repair transaction. As we have all heard more than once, "codes don't fix cars." But it's a good place to start. The real issue is, just how important are those codes, and can you get an accurate repair evaluation just by reading a code number and the description from a handheld code reader?

First, let's get our facts straight. A code reader is not a scanner, and that teenage kid at the parts store that leaps over the counter like a gazelle with a code reader in his hand is normally not the most highly-trained technician. By the time the customer reaches the shop, he or she will have that little print-out with the code numbers on it, along with a list of parts they have just purchased from the same youngster at the parts store. All of this is based on the fact that a certain part was mentioned in the description of the said code. This is where the separation between code reading and code evaluation begins.

Instead of dwelling on the characteristics of the person reading and interpreting the code, let's take a look at the differences between a code reader and a scanner, and how both are important.

CODE READERS

A basic code reader typically only supports generic trouble codes. Those are codes that have the first numeric number as a "0." If a code is specific to one manufacturer, the first digit will be something other than "0" such as a "1" or "2," etc. A generic code is a good place to start, and in most cases that's where the capabilities of a lot of the low-end code readers

end. Some may offer a short explanation as far as the description of the code, but I've not seen many that can offer real diagnostic information, other than just a basic generic code name or a short version of the code description.

Code readers are popping up everywhere. They are very inexpensive, small and compact, and are generally very reliable in performing the duties they are programmed for. But, be aware they have limitations.

While a code reader can help technicians resesarch basic diagnostic issues, more challenging repairs will typically require a scanner with additional features and aftermarket vehicle coverage.

The return on investment associated with a code readers will largely depend on how many diagnostic jobs a shop encounters regularly, and the amount charged for the services. The cost to maintain and/or update the tool as new procedures are developed is also something to take into consideration. In general, the cost of a code reader may come in anywhere between \$100 and \$1,000, with most code readers falling in the \$300 to \$400 range. Prospective buyers should consider variations on the tool as well, as some are wireless, some are pc-based updatable, and still other code readers work directly with your smartphone.

So, why would a professional shop want to invest in a more basic product to do the work of the expensive scanner with all the bells and whistles on it? That's easy — speed. Let's say it's an early morning and the cars are starting to pile up at the front door. How are you going to sort out which cars should go to which mechanic, and which car needs to be checked on the scanner for further diagnostics (we're assuming they are not DOA or a repair issue unrelated to code retrieval)? It's simple, check the codes first. Send out your latest fry cook graduate with the code reader and see what you find out. Call it 'triage' for the repair shop.

I asked Autel's Michael Flink, commercial sales manager and trainer for North America, about ➔

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DIAGNOSTIC DISCOURSE

comparing cost to functions, and this is what he said: “Where cost is a concern, obviously the OE scanners are out. To be able to diagnose today’s vehicles [2010 and newer] will require a top level aftermarket scanner.”

He continues, “While they will not “need” to go as far as one with programming features, they are still going to need all the bidirectional controls and special tests. In most brands this will be one step below their top tool. Dropping down to mid-level scanners just sacrifices too many abilities needed to diagnose and fix cars in the ‘CAN’ era.”

The use of a preliminary inspection/diagnostics scanner is also a new trend we’re finding in the automotive scanning world. These scanners don’t exactly code the car and spit out numbers that have no meaning to the average customer. They are merely a great way to quickly scan the vehicle and tell the customer in plain English whether or not any further work with a more specialized scanner is needed. These new tech devices can be tied into the shops’ existing POS system, and can speed up the process of getting the job sorted out to the right mechanic in the service bay, as well as offer a timely way of keeping the front office and customer informed of ongoing service.

SCANNERS

There is no doubt today’s vehicle repairs almost always involve a scanner for one reason or another. The most common issues are the relearn or flash procedures that need to be carried out after a new part or component has been installed. Another common reason to use a scanner is for the PIDs (parameter identifications). These PIDs can come in handy for several reasons, such as to check the status of a component or switch, or to evaluate the voltage or current levels.

Another great feature is the ‘BIAS’ control ability found on a lot of



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Launch Tech USA
Millennium 90 Pro Code Scanner
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Bosch Diagnostics
ADS 625 Scan Tool
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scanners. This allows the user to manually turn a function on or off as needed while performing a test, or as part of a diagnostic procedure.

Now, will a scanner read a code? Most certainly ... and a lot more, too. Some scanners have every function that a code reader will have, but with greater dexterity and control. The ability to go online and connect the scanner to the manufacturer’s site for the purpose of finding out a bit more information or programming information is just part of today’s ever-evolving scanner capabilities.

Elbert Chen, operation director at FCAR Tech USA, said it like this: “All the aftermarket professional scanners have their own features. That is why shops [frequently] have more than one scanner. None of the scanners on the market can cover all the makes on a 100

percent, OEM level. Some of them cover GM’s better, some cover Ford’s better. One-level scan is only working on basic emissions related diagnostics. Pre- and post-scan reports are a perfect example; most data in the report is from OBD, but it still needs to have manufacturer-specific data.”

You probably already know the major differences between a scanner and a basic code reader. What I think is really important to note is the value in the various types of tools, and how you can best utilize them to your advantage and increase your productivity without breaking the bank.

CROSSOVER SCANNER/ CODE READERS AND SPECIAL CONSIDERATIONS

For the professional technician and repair shop there are some crossover

code readers/scanners out there that have better than average capabilities. These tools can enhance your first line of diagnostics and speed up the process of getting the right car into the right technician's bay.

Crossover type scanner/code readers have limited capacity and limited access to factory information. But, in a lot of instances you're not after that factory direct information. Maybe all you need is an oil change reset, or perhaps a window initialization procedure. That's where these crossover type scanners are cost effective and perform the job very well.

Of course, the difference in price tags from a basic code reader to a crossover scanner, and then obviously the full-on scanner, can vary widely. What you'll need to do is research the tool you're considering and see if it fits your needs.

A couple of other things to consider are the update and refresh rates on some of these tools. No doubt the cheaper you go the less updates you'll have, if any at all. I prefer the online updatable type. That way each time I use the tool it has the latest software already loaded and ready to go.

I asked Autel's Flink, "How likely and cost effective is it to maintain the equipment and/or update it as new procedures are developed?"

He said, "[That's] another misunderstood idea. Updates in today's world are not just for new vehicles. With CAN, the car is a network. OE vehicle manufacturers are adding tests and functions to scanners for older vehicles. On top of that, scan tool manufacturers are enhancing and improving their software regularly. This includes not only fixing 'holes' or coverage issues, but making them faster, improving the interface to be simpler, and adding bonus features for easier access or displaying information. Keeping your scanner up-to-date is vital to making it pay off."

Flink says technicians simply cannot work on vehicles today without a decent scanner. "Think this through carefully: if you don't keep up with the scanning

issues in today's vehicles and the needs of today's customers, you're risking an 'Out of business' sign on the door without the investment."

He adds, "A full repair shop must have at least one OE-level aftermarket tool. They can supplement with other good level tools. A shop specializing in under car work [brakes, tires, front end, etc.] can get away with a good level scanner if it has the bidirectional functions for their specialty [electronic parking brake resets, steering angle reset, ABS bleeding etc]. A code reader is only good for quick checks or verification."

Flink says the Autel MX808 is a good example of a multi-purpose tool that can handle a very wide range of tasks. The MX808 or TS608 AutoVIN/AutoSCAN can provide service plus a way to print diagnostic reports.

Service and warranty issues should be considered, too. Buy from a reputable supplier, one you know can make a big difference if any problems arise with the tool. Also, should you encounter any cord or software issues, find out ahead of time whether the supplier or manufacturer can help.

One more thing to add: Those out-of-date scanners still have some value. A lot of times they can be used as a trade-in on a newer model or as a backup scanner. For years I kept an old Monitor4000E around just for those older vehicles that seemed to show up now and then. It was very useful and still worked perfectly, but the cars, well... age and time had put an end to the need for that tool. The cost of repairs versus the condition of the vehicles basically said it was time to shelve that scanner.

All in all, having a handheld code reader, a crossover scanner, and a full-on scanner will make your job a lot easier. Having a variety of these tools also reduces the wear and tear on your main scanner (which, can be a real issue if you only have one and it gets damaged in some way).

What can each level of diagnostic tool offer you and your customers? **PD**



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OEM COVERAGE FOR HYUNDAI AND KIA

In addition to OE coverage for Kia and Hyundai makes, the **G-Scan 2 scan tool**, available from **CAS of New England**, also offers in-depth domestic and European coverage, for coverage on a total of more than 50 vehicle manufacturers. Features on this tool include the integration of an optional five-channel digital scope plus J2534 programming, a 7" 'sun-readable' LCD screen, screen capture, memo function, and fast graphing. The G-Scan 2 has an 'integrated' four-trace scope that allows techs to view databus CAN signals directly off the DLC connector cable feeding into the scan tool, without the need for a secondary scope or break-out box. The tool also allows for direct measurement of the CAN lines resistance through the DLC cable. Also included are a multimeter and resistance functionality to tie back into troubleshooting of CAN bus network issues for all car lines. The GScan 2 is also fully compliant for reprogramming Hyundai/Kia vehicles via integrated J2534.

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AUTOMATED PRE AND POST SCAN REPORT SYSTEM

The **Launch Tech USA Roxie** is a **Pre/Post Scan Robot** that automatically scans all makes, models and modules and emails a Pre/Post scan report to five emails at a time. No human interaction is needed other than plugging it into the OBD II port. Roxie loudly speaks as she calls out each module as it is being scanned. Roxie utilizes an integral plug and play cellular toggling technology that seeks out the strongest signal from two providers. Roxie doesn't require any Wi-Fi, Bluetooth pairing or Smartphone connection. Roxie is the perfect solution for collision shops requiring a Pre/Post scan report without the need of a trained scan tool technician or reoccurring remote diagnostics service, according to the company.

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The **OTC Evolve**, No. 3896, is a ruggedized tablet capable of diagnosing more than 25,000 vehicle systems and 58,000 vehicle ECU combinations using Bravo 3.0 software and an Android operating system. The tablet features a 10.4" optically bonded screen providing visibility in most conditions, including direct sunlight. The Evolve includes a one-year diagnostic subscription complete with multiple coverage updates per year, and exclusive access to full color, full system wiring diagrams, available directly on the tool. Featuring more than 11,000 actuation tests and more than 1,400 adjustment tests, the Evolve also offers dual Wi-Fi architecture that provides a reliable Wi-Fi connection to the included J2534-compliant wireless VCI with simultaneous internet connection to the shop. A tablet docking station and backpack for storage are included in the diagnostic kit.

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SAE 1708, 1939 AND OBD GENERIC PROTOCOL SUPPORTED

The **Cojali Jaltest RP1210** standard functionality allows users to utilize the Jaltest Communication Interface hardware with the manufacturer's software. This solution further expands the possibilities of the diagnostics tool. The tool is SAE 1708, SAE 1939 and OBD Generic protocol supported. Upgrades to the Commercial Vehicle Kit can be done through the same VCI, allowing the tool to evolve based on the customers needs. The user-friendly interface allows entry level technicians to get into diagnostics and then go into full bidirectional controls through the upgrade. The kit includes all the necessary connectors and the software in the kit.

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FOR VEHICLES WITH CAMERA, RADAR AND NV ADAS SYSTEMS

The **Autel MaxiSYS ADAS Calibration Tablet**, No. MSADAS, includes an ADAS Calibration and Diagnostic tablet. This product allows users to perform calibrations for vehicles with camera, radar and NV ADAS systems. Other notable features include a 10" touchscreen, Android 4.4.2, 64G memory, AutoVIN 2006+/ AutoSCAN, and included MaxiFlash Elite J2543 Pass-Thru Programming Device & VCI. The tablet includes one year of free software and a one-year tool warranty. This tool requires the Autel ADAS Calibration Frame (not included).

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**BY DAVID BRIERLEY,
MANAGING EDITOR**

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A divine tool dealer

Barri Evans operates a Cornwell Tools franchise... and also a church.

Barri Evans is a Cornwell Tools dealer in Midland, Texas. Like many tool dealers, he attended vocational school to become an automotive technician after high school. But unlike most tool dealers, Evans heard the calling and went on to become a pastor instead.

"I was full-time minister for 21 years, until we decided to start a church here in Midland," he says. "A guy that I worked with in the church was a Cornwell [dealer], and he wanted to know if I wanted to run a second truck for him while we were starting the church. I did that for three or four years, and then ... he asked if I wanted to buy my route, so I ended up buying it from him and I became my own franchise."

Evans says selling tools after so many years away from the secular business world proved a bit of a challenge. Fortunately, he had guidance from a trained professional.

"The guy I worked with first used to sell cars at a Ford dealership, so he had gone through the Ford sales training," Evans says. "He taught me what he knew, and it all worked out."

Apparently that training paid off, because three years into owning his franchise Evans was ranked the number seven dealer in the nation for Cornwell. This is his fourth year, and he is currently sitting at number four.

Part of the success Evans sees is due to his dedication to his customers. He makes it a point to be reliable, showing up when he says he will every week. He also goes above and beyond to get warranty work completed and tools repaired so that the technicians can get back to work as quickly as possible.

In addition to providing quality service, Evans stands out by building relationships with his customers. He says he has even performed wedding ceremonies for his customers, including one that took place in the technician's workspace.

"I've actually done a wedding for one of my mechanics in his shop," he says. "He and his wife showed up at the same time, right there in front of his Cornwell toolbox, and we did the wedding."

And just as Evans is like family to his customers, he is also happy to be part of the Cornwell family. He doesn't have any plans to stop being a mobile dealer, though he notes, "Maybe one day I'll hire a guy to run



Top: Barri Evans has two jobs: he's a Cornwell Tools dealer, and a pastor. **Above:** Evans and his wife.

my truck while I do the church [full-time]."

Evans adds that it's important for tool dealers to work for a company they can trust, as he trusts Cornwell.

"You don't have to worry about them falling down or doing something wrong and getting you in a bind," he says.

"I just really appreciate Cornwell and how they support me," he adds. "They're a good solid company with good solid people, and I appreciate being able to be with them." **PD**

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