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BUSINESS RISKS THAT PAID OFF

Three mobile tool dealers reflect on making changes, taking chances, and coming out on the other side.



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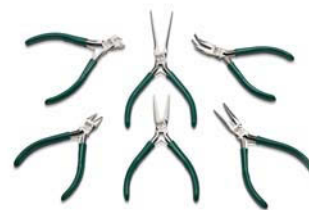
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News



Several industry organizations will bring their training expertise to this year's AAPEXedu, offering a mix of classroom, hands-on, and underhood sessions to keep automotive repair professionals, auto parts retailers, and warehouse distributors ahead of the curve. **To read more, visit: VehicleServicePros.com/21084493**



**BY SARA SCULLIN
EDITOR**

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A risky (and rewarding) business

Change always carries some risk, but with the right attitude, the rewards can be sweet.

A colossal career change from big oil to tool sales. Another job move that meant a transition from turning wrenches to selling them. Starting fresh with a brand new route in a brand new state. These are the experiences of the mobile dealers profiled in this month's cover story.

There's nothing wrong with staying put when things are good. It only makes sense. Still, sometimes life throws us a curveball, or we wonder "what if" or ... or ... This is how all change begins.

Of course, these stories are not uncommon. I've talked with many of you who started in one place, ended up in another place altogether, and are still looking to shake things up. A catalyst for change can happen on a grand scale or be very personal. Back in 2007-2008 (more than a decade ago now), the economic crisis closed the door to a lot of mobile tool selling businesses and served as a launch-pad for others. Since that time, this industry (along with many others) has rebounded ... but it has never been "boring." Maybe it's better to say, mobile tool dealers simply are not a boring bunch.

Take, for example, Independent dealer Reid Thomas. Thomas dove into the mobile tool selling business after turning wrenches as a technician for a number of years. This is a common story, but not always an easy transition. Thomas is learning as he goes and enjoys a large route in the southwest corner of Houston. He finds he can

use all the technical knowledge he has shored up to help educate his customers about scan tools and other various new products.

Cornwell Tools dealer Roy Hernandez is another one who stepped onto a tool truck and didn't look back. He was previously a safety consultant for big oil companies like Chevron, Shell, and BP.

"I thought the transition was risky," says Hernandez, who liked tools and had a hobby of racing cars. "It was rough the first several months, but you make it how you want it to be - as busy or as steady as you want it."

Finally, Mike Gruber, a Mac Tools dealer, left a successful route in Pennsylvania to start fresh with a failing route in Virginia Beach. It was the right move for his family, but not without some challenges. He did, however, discover an unexpected benefit: With a change of scenery and new customers he could reinvent himself and his business in subtle but profound ways.

If life were without change or challenges, it would be pretty uneventful. Mobile dealers are one group who seem wired for success when the road branches off in a new direction. Each day hustle and relationship building, sales and business strategy. But that's all part of the allure, or so I'm told.

Speaking of "new," don't miss this year's Innovation Award winners, starting on page 18. Thanks for reading and happy selling!

Can't miss products:

If you missed our previously published list of Innovation Awards nominees, you can find them here: VehicleServicePros.com/2019/IANominees.

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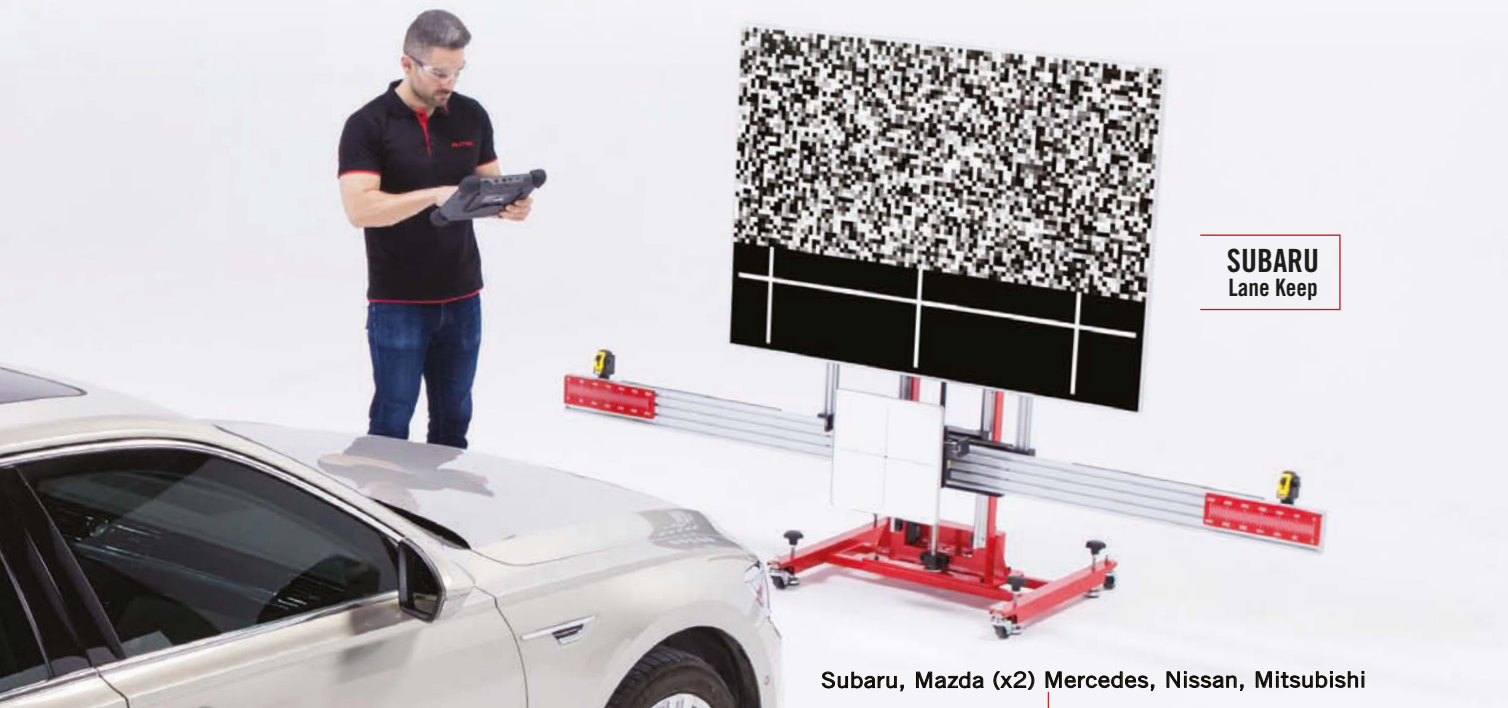
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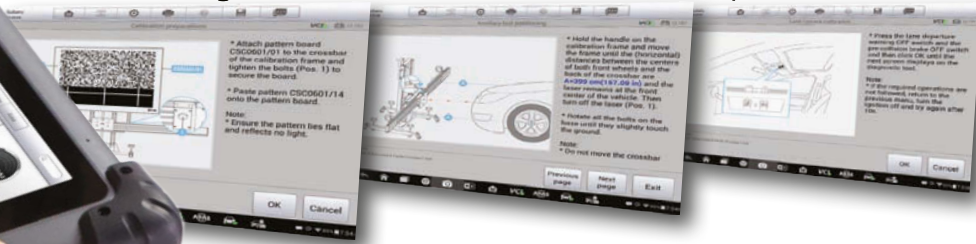
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AUTEL



Mac Tools distributor Mike Gruber traded his route in Williamsport, Pa., for new customers — and new adventures — in Virginia Beach, Va.

Business risks that PAID OFF

Three mobile tool dealers reflect on making changes, taking chances, and coming out on the other side.

by Sara Scullin, Editor

Have you ever considered a cross-country move ... even when business was going well? Did you “migrate” to mobile tool sales from a completely different field? The prospect of change is often daunting, whether we are the ones to initiate the change or life’s circumstances give us a nudge. Take a tip from these mobile dealers who have encountered significant change in their life and business, each navigating their way through with a healthy dose of hard work, support, and unwavering optimism.

WHEN IN DOUBT, HEAD TO THE BEACH

Mike Gruber
Mac Tools
Virginia Beach, Virginia

Many times, life dictates your next move and you follow along for the ride.

Mac Tools distributor Mike Gruber had run a very successful route for ten years in Williamsport, Pennsylvania. He had loyal customers and made easy tool sales. Despite this, there came a time in Gruber’s life when he and his wife reevaluated their situation and decided to make some changes.

“My wife was pursuing an MBA at Penn State while also working in marketing. After graduating and looking around the area for jobs, we realized how few jobs existed around [there] in her career field. One night at dinner, she and I both expressed how we’d like to move out of the area. She never really wanted to bring it up in the past

because my business did so well, and she thought I would never want to walk away from it.

“We then started looking [at regions] where she could get a job and I could purchase a route to continue on with Mac Tools,” Gruber says. “This process was somewhat stressful, because we needed to satisfy both of our career paths. We ... finally settled on Virginia Beach after talking to a local distributor that expressed interest in selling his failing route.”

The startup was a bumpy ride, Gruber recalls. He says selling the old business took about a year ... and plenty of work to get accounts receivable down. “Collections were through the roof, but there were no sales. I had to re-learn how to sell things again,” he says.

When the Mac Tools distributor purchased his new route, and as he worked to turn it around, he quickly found the scenery wasn’t the only ↻



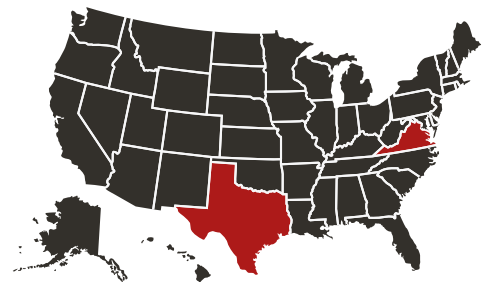
Roy Hernandez
Cornwell Quality Tools
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Reid Thomas
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COVER STORY

thing that changed since Pennsylvania. His customer base was transformed.

“My old route was saturated with heavy equipment, big trucks, and natural gas, so I was used to stocking large tools; not a whole lot for cars, and virtually nothing for high end vehicles,” Gruber says. “Moving [from WilliamSPORT to Virginia Beach], my customer base shifted completely.” Gruber now sells to technicians who work on everything from farm equipment to Maseratis, and he even supports tactical vehicles.

“It’s a nice change of pace talking to a customer that is trying to diagnose a Case tractor, then later on that day talking to a customer that is working on a MRAP for the Military, and after that see a Lamborghini on someone’s lift.”

One of Gruber’s stops – Virginia



Houston Tool Dealer Reid Thomas recently went from turning wrenches to selling them in his business, RM Tools LLC.

Beach City Garage – has a hanger, fire department garage, heavy duty garage, and a light duty garage. He says the number of vehicles they maintain is “over the top.” With his heavy duty background, Gruber still stocks larger items (he says the U.S. Navy Seal Team shop might request six DeWalt 60V geared circular saws), so he really is prepared for anything.

Two years into the move, life is good. Gruber has no reservations about his new life on the beach.

“I had a lot of cards stacked against me when I moved here; they never had a Mac Tools distributor that stuck around long, so customers weren’t very welcoming,” Gruber says. “Now ... so many customers have warmed up to me and tell me I’d better not move again.”

“Although it was difficult and took a lot of planning, it was absolutely worth it. I love living at the beach ... and it’s fun to harass other distributors with pictures of the sun rising over the ocean. It was also really nice being able to reinvent myself.”

TAPPING INTO TECHNICIAN EXPERTISE

**Reid Thomas
Independent
Houston, Texas**

Independent tool dealer Reid Thomas has a story that is familiar to many. This

independent dealer in Houston went from turning wrenches to selling them.

“Being a technician has a lifespan to it,” says the owner of RM Tools LLC. “It’s really good at destroying your body. From the time I started ... I wanted to be out by the time I was 45. When the opportunity came up to buy a buddy’s truck, my wife said, ‘Why don’t you try it?’ The tool business intrigued me for a number of years. The guy I ended up getting the client list from, I talked with him quite a bit before [jumping in] and he said he’d make me a [great] deal.”

Two years ago, Thomas took the leap. He now operates in a piece of a very large geographical pie.

“If you quarter Houston into a pie, I’ve got the southwest corner ... very close to where I was working [as a technician],” Thomas says of his route.

In fact, he now services the shop he used to work at, in addition to a number of dealerships, large independent car retailers, heavy equipment shops, and small hole-in-the-wall body shops.

Thomas enjoys the smaller businesses on his route and makes quite a few sales at these stops. The new-to-the-streets tool dealer also sells a number of scan tools, saying, “That’s one of my favorite items to sell. It’s one

Tips from the pros:

Shop the deals

Independent dealer Reid Thomas is all about finding deals and passing the savings along to customers.

“I like to look for promos where I can buy a large quantity [of product] and use it as eye candy or sell it at a discount ... something to promote sales. Offer a deal nobody else is offering. Sometimes you can’t be scared to gamble.”

Thomas adds that a little confidence goes a long way, too.

“If you’re afraid to believe in yourself and believe you can do something, this probably isn’t the right business [for you] (for example, spending thousands on scan tools). You have to trust in your ability to get out and do the job. That can definitely be a little scary in the beginning.”

Greet tomorrow with a smile

A new route on the beach gave Mac Tools distributor Mike Gruber a unique chance to try new things with new customers.

“I was able to look back at all the mistakes I had made before and change certain things with my new route.”

For example, he traded in his work shirts for a polo for a more business-like look. While tweaks can boost business, Gruber adds attitude is everything.

“Never give up ... no one wants to buy tools off the guy that comes in with a sour attitude and is hating on life. If you don’t go to work happy, how are you going to put a smile on anyone else’s face that day?”

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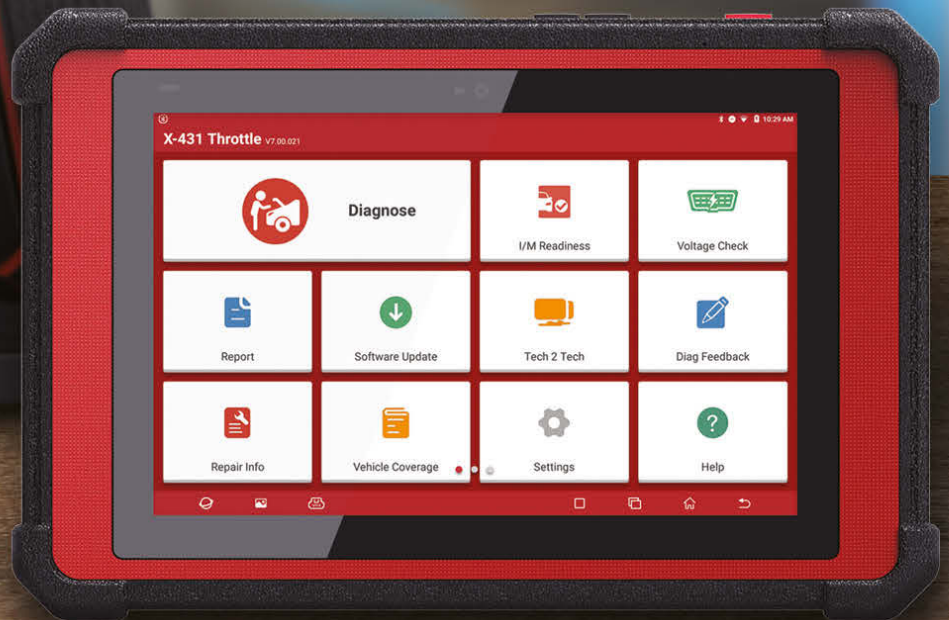
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When life changed for Cornwell Tools dealer Roy Hernandez, he changed with it.

example where [having been] a technician really comes in handy.”

When selling scan tools on his route, Thomas pulls from his knowledge of how various scan tool models function. He tries to match the right level of scan tool with each customer’s needs.

While the selling side is less wear and tear on his body than crawling under vehicles, Thomas finds tool selling comes with a unique set of challenges, particularly getting everything done in a timely manner.

“I do have an older truck with maintenance needs,” he says. “[I’m always] trying to balance orders and truck maintenance – keeping [the truck] eye-appealing on the inside, and on weekends reorganizing on a regular basis. I’m learning the ropes as far as what items to display to get the best bang for the buck.”

But Thomas approaches each task, each challenge, day by day. So far, this consistency has paid off. “There’s a ton more earning potential here, there’s no doubt about it,” Thomas says. “Right now, I’m putting the hours in and we’re rocking and rolling down here.”

Thomas recently purchased an enclosed trailer to use as a separate toolbox showroom. He would like to finish this out on the inside to house heavier items.

“If I have a breakdown, every month or so I can go out and sell toolboxes – just do something different,” Thomas says.

For a less-than-two-year-old business, RM Tools LLC is pacing ahead. Since picking up the route, Thomas has doubled his returns. Was the change (along with the challenges) worth the stress of the unknown?

“Absolutely,” Thomas says. “It’s cool to see a business you’ve taken over and see it actually having some success.”

FROM AN OIL RIG TO TOP 30 IN TOOL SALES

Roy Hernandez Cornwell Quality Tools Waxahachie, Texas

Roy Hernandez of Waxahachie, Texas, had worked as a safety consultant offshore for major oil companies like Chevron, Shell, and BP for more than 13 years. Hernandez made good money, but it came at a price. The work was physically dangerous, contracts were sporadic, and he was sometimes gone for two months at a time. Hernandez remembers that, later on, oil and gas work began to slow down in the Gulf as well.

At the same time, Roy’s son was diagnosed with leukemia at the age of 22.

“It all kind of hits you at once,” Hernandez recalls. “It was a hard decision to make, but I felt I needed to be home more.”

He began to look for a new career where he could have more control so he could be at the hospital to support his son and be home with his family.

In March 2018, the former safety consultant was introduced to the mobile tool selling business by a neighbor, and he looked into joining the Cornwell Tools family.

“I thought the transition was risky,” says Hernandez, who liked tools and had a hobby of racing cars. “You’re always worried about how it’s going to turn out. It was rough the first several months, but you make it how you want it to be – as busy or as steady as you want it. [It turned out to be] a smooth process due to the fact I had researched competitors in the tool industry before making a decision.”

Not only has the career move allowed Hernandez the flexibility to support his family, but he has risen to the challenge of a brand new business venture – he is now a Top 30 dealer for the company.

Waxahachie, Texas, is located 15–20 miles south of Dallas. The mid-sized city has a “small town feeling,” Hernandez says. The Cornwell Tools dealer drives his truck to area mom and pop shops and dealerships, promoting Cornwell products and tools. His customers include automotive technicians, paint and collision specialists, and diesel mechanics.

The tool dealer admits these past few years have been “a steady but bumpy roller coaster” ride. Even so, he has no regrets.

“Looking back, I would do it all over again,” Hernandez says. He reports business in Texas is bountiful, but it’s not without some challenges. “This tool business is in high demand, but I take a risk every day since the technician industry has high turnover. As the saying goes, ‘With big risk comes big rewards.’”

Hernandez says he has his daily route nailed down and continues to pick up additional clients along the way. Perhaps the best turn of all: Hernandez’s son has been in remission for the past 10 months.

Hernandez went from essentially selling himself and his expertise offshore to doing the same, this time servicing technicians on the mobile tool beat. **PD**

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AUTEL

Opportunity seized through ingenuity

A custom shelving unit and innovative display techniques maximize inventory volume on this dealer's Freightliner.

by Tyler Fussner, Assistant Editor

Independent tool dealer Justin McCarthy has been selling tools in the Boston, Massachusetts, area for nearly 10 years, visiting body shops, technicians, heavy duty shops, bus garages, and construction companies. He purchased his 2001 Freightliner MT55 from an independent dealer three years ago. McCarthy, a mechanic by trade, put a lot of work into the truck after the purchase: new belts, new brakes, a turbocharger, and a transmission change – but he didn't stop there. McCarthy emptied the back of the truck, taking out all of the previous carpet. He sanded the wood, applied a new finish, and installed new carpeting throughout. The MT55 was then wrapped in a custom designed SK Tools wrap, designed by McCarthy and a friend, featuring large skulls and an American flag.

However, even after the renovations, McCarthy wasn't satisfied with the surface area for display. There was a 100" space, reserved for toolboxes, that McCarthy knew wasn't being utilized to its full potential. The solution: McCarthy installed a custom angle iron pullout shelving unit with four panels, which he built himself. The original space was reduced to 74", still plenty of room for a toolbox. Now with four vertical, carpeted panels, double-sided display was a possibility through this dealer's ingenuity and use of Velcro. When a panel is extended out away from the wall and toward the customer, both sides are covered top to bottom with products.

"The inspiration came from the need to have a lot of inventory, but limited space to put it," McCarthy says. "There's carpet all over the inside of the truck ... I Velcro the back [of the small stuff] and hang it up so customers can see it, instead of throwing it in a container and shelving it. Customers can come on the truck, pull [off] the product, and look at it. Whatever I can put Velcro to and stick on [the carpeting] – is on there."

"I'm like a hoarder when it comes to tools!" McCarthy says. "You've never seen a truck with so much stuff on it; this thing's loaded."

Though packed with inventory, the truck's display is organized, as McCarthy claims his customers know where to look for certain brands or products. When you first enter the truck, the front shelf is displaying new items, which McCarthy stays up to date on through his regular attendance of tool and trade shows.

McCarthy carries a large variety of product categories, from hand tools to power tools to lighting.

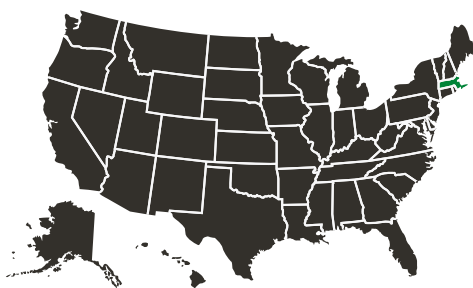
"If they make it, I usually have it on the truck. I don't like doing U-turns; I like to have the product with me," he says. Also available on the truck are McCarthy's private-label hot sauce and beef jerky.

This dealer capitalizes on his ability to innovate through his organized, efficient display system, which allows for a large volume of inventory and the facility to serve his customers' every need. **PD**



To view more photos of
McCarthy's truck, visit:
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Boston, Massachusetts
Population: 4,628,910 (metro)





Top Left- Justin McCarthy, independent dealer, has been selling tools in Boston, Massachusetts, for nearly 10 years. **Top Right-** Justin McCarthy's 2001 Freightliner MT55 with custom designed SK Tools wrap. McCarthy purchased the truck three years ago from an independent dealer; he renovated the interior and installed various new parts to the truck to ensure it was road-ready and up to the demands of his route. **Middle Right-** McCarthy's custom-built angle iron pullout display panels. An opportunity was seized through ingenuity as he converted wasted space into efficient product placement. With the use of Velcro, McCarthy maximizes space on his truck and is able to display products on either side of these panels. **Bottom Right -** McCarthy spices up his inventory by carrying his own private-label Bad Larry Tools Gourmet Brisket Beef Jerky. **Above-** "I'm like a hoarder when it comes to tools!" McCarthy says. "You've never seen a truck with so much stuff on it; this thing's loaded."

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.

MOST WANTED

A A/C Leak Detection Kit

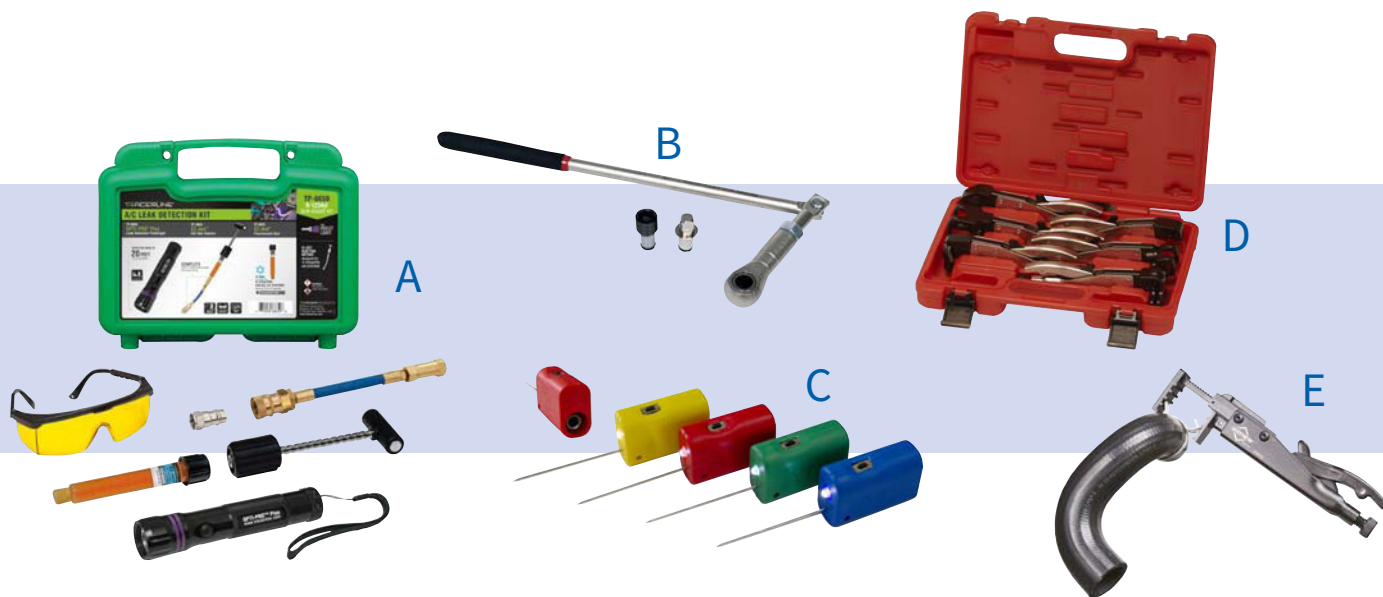
The **Tracerline TP-8659 OEM-Grade R-1234yf A/C Leak Detection Kit** is designed to pinpoint leaks in automotive A/C systems. The kit features premium-quality, fluorescent dyes. Additionally, the kit includes TP-8655 OPTI-PRO plus, a cordless, violet light leak detection flashlight with a rechargeable battery; the EZ-Ject A/C dye injector assembly with hose/coupler and purge fitting; a 0.5 oz EZ-Ject R-1234yf/PAG multi-dose A/C dye cartridge for servicing up to 14 vehicles, a smart A/C charger, and fluorescence-enhancing glasses. All components are packed in a sturdy carrying case.

Enter #20 at "e-inquiry" on VehicleServicePros.com

C Self-Powered Circuit

The **Automotive Test Solutions LIGHTBRIGHT Self-Powered Circuit** uses super bright LED that allows users to see the electrical connection point in dimly lit areas and make connections using only one hand in tight areas. The LED is a white light that will not change the color of wiring. The standard banana jack connects to most electronic measuring equipment. The back probe has a replaceable stainless pin. The set includes four colors: yellow, red, green, and blue.

Enter #22 at "e-inquiry" on VehicleServicePros.com



B Motor Wrench Set

The **Lisle Actuator Motor Wrench Set**, No. 64100, is a toothless, infinite ratchet with hinged handle design to make it easier to remove and replace fasteners on small, electric HVAC motors. These motors control airflow into the vehicle and are commonly found in confined areas under the vehicle dash, the company says. The ratchet can be flipped to switch from clockwise to counterclockwise drive. The set includes an 8mm socket and 1/4" square drive adapter for use with 1/4" sockets and bit holders. This set can also be used in other hard-to-reach applications.

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

D Weld-Bonding Axial Pliers

Malco's Weld-Bonding Axial Pliers are designed to make welding and securing different types of joints easier for metal workers, autobody technicians, and sheet metal fabricators. These pliers are made to fit and operate in tight, narrow, hard-to-access spaces. The fast, secure-clamping, one-finger release helps users quickly, easily, and accurately hold two pieces of metal together to weld more perfect joints, the company says. The welding pliers are available individually or as a kit of six.

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

E Locking Hose Clamp Pliers

The **Mayhew Tools 90-Degree Locking Hose Clamp Pliers** remove and loosen many types of hose clamps, including automotive, marine, aviation, and spring clamps used on larger vehicles. Its patented, spring-loaded ratcheting provides users with infinite locking positions between 3/4" and 2-3/4", the company says. Its double-hinged locking design and release allows for more controlled grip, while rigged teeth help secure the grip. Additional trigger allows for more precise jaw sizing. This heavy duty product is 8" long and features an industrial black finish.

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Do YOU stock it?

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

F Rivet Nut Ratchet Kit

The **Wurth Rivet Nut Ratchet Kit**, No. 5964094803, includes a heavy duty manual ratchet tool equipped with a comfort grip handle for setting rivets in hard-to-reach spots. This handheld tool is designed with a quick changing mandrel system and color-coded nose pieces suitable for M4, M5, M6, M8, M10, and M12 blind rivet nuts and M5, M6, and M8 blind rivet studs. This kit allows users to install rivet nuts in aluminum, steel, or stainless steel. The kit ships complete in an organized, high-quality storage case.

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F



G



H

I Socket Roll Pro

The **CAY Industries Socket Roll Pro** is a portable tool organizer that offers a clearly-labeled and easily stowable container for sockets, wrenches, and drives. The Socket Roll Pro holds 66 tools of the most common metric sockets and drives (1/4", 3/8", and 1/2"), in addition to the universal joint, extension, and ratchet for each drive and a standard 5/8" spark plug socket. The back of the organizer features six wrench slots for quick access. The organizer rolls into a compact carrying case for easy transport.

Enter #28 at “e-inquiry” on VehicleServicePros.com



I

J



G Cooling System Refilling Gun

The **OTC Cooling System Refilling Gun**, No. 6976, incorporates deep vacuum technology to remove airlocks when refilling the cooling system, eliminating the need for system bleeding and interchanging hoses. With universal attachment onto most radiator and header tanks, the tool allows technicians to pull air out of the coolant system easily while new coolant is added without spills or waste. The integrated vacuum gauge automatically tests for leaks, while the rubber cones suit both passenger and commercial vehicles with no adapter needed.

Enter #26 at “e-inquiry” on VehicleServicePros.com

H Magnetic Lighting Bar Mount

The **Clare Arm-Bar Magnetic Lighting Bar Mount**, No. LNCBAR, is designed to offer convenient mounting of Light-N-Carry work lights and A/F/S lights under the hood of vehicles being serviced. This product features expanding arms and articulating hooks with 360-degree adjustability, and provides engine light coverage in an adjustable format. Rubberized hooks help ensure the vehicle's finish doesn't get scratched, and the robust aluminum chassis is designed to hold up in harsh shop environments. The Arm-Bar is compatible with Clare's Light-N-Carry work lights and any light that features magnet mounting capabilities.

Enter #27 at “e-inquiry” on VehicleServicePros.com

J Mobile Giotto

The **AutoEnginuity Mobile Giotto** is a full-featured, OE-level scan tool on Apple iOS and Android platforms, allowing technicians to use their mobile phone or tablet to fix vehicles. The Giotto mobile platform supports OE-level coverage for 58 car makers. Coverage includes DTCs, special functions or system tests, actuations, live data, and report outputting. Giotto mobile version offers gesture inputs like swiping left and right to change tabs, and pinch to zoom in and out. The mobile version also allows for outputting reports to XML, PDF, SMS/MMS messaging, email or JSON to a secure server. The compact size of the Wi-Fi VCI enables technicians to carry the scan tool in their pocket.

Enter #29 at “e-inquiry” on VehicleServicePros.com

20TH ANNUAL **PTEN** INNOVATION 2019 AWARDS

Every year, the **PTEN** Innovation Awards feature the newest and most innovative products introduced to the automotive aftermarket. For 2019, **PTEN** received 148 submitted product entries in 31 categories. Throughout the next several pages, you'll find product details for the winner in each of those categories. For more information on the complete list of 2019 nominees, with full product details, visit: VehicleServicePros.com/2019IANominees. To view a full list of winners online, visit: VehicleServicePros.com/2019IAWinners.

WINNERS



Big Gator Tools

Metric V-DrillGuide

The **Big Gator Tools Metric V-DrillGuide** is designed to allow users to have the precision of a drill press without losing the accuracy. The innovative 90-degree

"V-groove" found on the entire bottom of the drill guide helps ensure perpendicular alignment on round and cornered material. To use this tool, hold the drill guide on the material, clamp, and drill. It can be used on various surfaces. The V-DrillGuide has nine holes that are heat-treated to prevent wearing out. The hole sizes and hole alignment marks are permanently embedded onto the guide. The holes are sizes: 10mm, 10.5mm, 11mm, 11.5mm, 12mm, 12.5mm, 13mm, 13.5mm, and 14mm. All V-DrillGuides carry a lifetime warranty and are 100 percent U.S.A.-made.

CATEGORY: Hand Tools

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

Milwaukee Tool

M12 FUEL Stubby Impact Wrenches

The **Milwaukee M12 FUEL Stubby Impact Wrenches** are designed to allow improved access in tight spaces, while delivering the power to complete demanding tasks. These wrenches deliver up to 250 ft-lbs of breakaway torque to remove stubborn bolts and fasteners. A four-mode drive control feature gives users the versatility to switch between modes to match the power and speed needed for the application at hand. These impact wrenches offer an auto shut-off mode to prevent over-fastening of bolts. The M12 FUEL Stubby Impact Wrenches are available in 1/4", 3/8", and 1/2" sizes.

CATEGORY: Power Tools
Enter #31 at "e-inquiry" on VehicleServicePros.com



Innovative Products of America

Flow-Thru System with Brush and Venturi

The **Innovative Products of America Flow-Thru System with Brush and Venturi**, No. 8091, features stainless steel and abrasive nylon brush heads, as well as a venturi that attaches to an ergonomic, anodized-aluminum handle with integrated flow-control valve to clean, restore, and apply solvents under pressure. This system offers improved cleaning action in a parts-washing sink or portable cleaning anywhere an air supply is available. This tool is ideal for applications including parts washing, degreasing, on-engine cleaning, fluid evacuation, and more.

CATEGORY: Shop Equipment
Enter #32 at "e-inquiry" on VehicleServicePros.com



Hennessy Industries

Coats HTS Tire Inflation Tool

The **Coats HTS Tire Inflation Tool** is a patent-pending device designed to inject a large volume of air rapidly through the valve stem hole to seal run-flat and low-profile tire assemblies, without any manual manipulation of the tire. According to the company, as run-flat and low-profile tires become more common, the gap that typically exists between the outboard tire bead and rim is reduced or non-existent, creating the need for a device that introduces a large volume of inflation air quickly. This device was co-developed between Coats and Discount Tire, with input from leading tire manufacturers. This tool is designed to reduce a 20 to 30 minute job of sealing these tire assemblies down to three minutes. This tool is available in a stand-alone mobile version or an integrated version for all Coats rim clamp tire changers.

CATEGORY: Tire, Wheel Service

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





Snap-on Tools
1/2 Ton Air-Assist

Telescopic Transmission Jack
The **Snap-on 1/2 Ton Air-Assist Telescopic Transmission Jack**, No. TJA100, allows technicians to safely remove and install transmissions and FWD, RWD, 4WD transfer cases. The TJA100 1/2 Ton Air-Assist Transmission Jack has an easily-adjustable saddle to safely secure the specific load. With a range of 35" to 75", techs can load/unload transmissions safely at their own center of gravity. The stable 36" heavy duty base and 5" polyurethane swivel casters navigate uneven shop floors. A hands-free pedal controls the first air-assisted stage lifting operation, with a handle pump completing the second stage.

CATEGORY: Jacks & Stands

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

SP Tools/Schley Products

Injector Puller Kit

The **SP Tools Injector Puller Kit**, No.

16400, is designed to remove diesel injectors from 2011 to 2016 GM vehicles equipped with the LML Duramax engine. Over time and with many miles, the injectors become heavily coated with carbon between the tip and cylinder head, causing them to stick together. When using a factory tool, it rocks the injector and causes binding into the head. This may cause damage to the costly injector. The 16400 Duramax Injector Puller lifts the injector 3/4" straight out without rocking the part. This significantly reduces the possibility of damaging the fuel injector or cylinder head and saves valuable time for the technician.

CATEGORY: Engine Service & Repair

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



Dent Fix Equipment

Blind Rivet Adapter

The **Dent Fix Equipment**

Blind Rivet Adapter, No. DF-SPR/BRAD, allows the company's SPR Riveters to install blind rivets. This adapter is compatible with the SPR Riveter (DF-SPR67) and Push Pull Riveter (DF-SPR69). A flexible neck allows for the tool to be positioned into hard-to-reach areas. The adapter allows the setting of blind rivets with diameters from 4.0 to 7.8mm for aluminum and 4.0 to 6.4mm for steel. It has a tensile force of 20 kN.

CATEGORY: Body Shop

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

GEARWRENCH

Mobile Work Station

The **GEARWRENCH**

Mobile Work Station offers

practical functionality and durability with customizable features that allow users to make this station work for them. The Mobile Work Station features industrial grade 6" by 2" wide polyurethane locking casters that support a max capacity of 2,000 lbs. With 11 different-sized drawers, including a full-size top drawer with adjustable partitions, and a lockable side cabinet with adjustable shelf, this storage space is flexible enough to fit any tool. The drawers offer 100-lb capacity ball-bearing locking drawer slides. With a charging tray and power strip with six 120V outlets and two USB ports, users can charge tools and power electronic devices as needed. A spray can shelf and pegboard panel offer additional options for customizable storage of tools, power cords, hoses, and more.

CATEGORY: Tool Boxes & Carts

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



WD-40

Specialist Fast-Acting

Carb/Throttle Body and Parts Cleaner

The **WD-40 Specialist Fast-Acting Carb/Throttle Body and Parts Cleaner** is an all-in-one cleaner spray for cleaning the carburetor, throttle body, and unpainted metal parts. The product's dual-action cleaning system breaks up tough, baked on carbon deposits and blasts away waste without leaving behind a residue, according to the company. This spray is ideal for both old and new vehicles and equipment.

CATEGORY: Chemicals

Enter #38 at "e-inquiry" on VehicleServicePros.com

Matco Tools

E-Z Solder Clamp

The **Matco Tools E-Z Solder**

Clamp, No. EZSOLD, is designed to act

as a third hand, with a unique aluminum body that holds the wire firmly with a solder feed from the handle, the company says. This tool is for use with wire with a diameter not exceeding 4.5mm.

CATEGORY: Specialty Tools

Enter #39 at "e-inquiry" on VehicleServicePros.com



2019 WINNERS



Lock Technology

Texas Twister Air Hammer

The **Lock Technology Texas Twister Air Hammer**, No. LT855-AH-SK, can be used as a hammer or a puller. It is a double duty air hammer. The LT855-AH-SK can be used with the LT855A Texas Twister Air Hammer Pulling Kit. Simply install the included air piston lock into the quick connect chuck in front of the gun to create a pulling force from the rear of the gun. The LT855-AH-SK air hammer is versatile; it can be used from the front or from the rear, and offers 2,500 bpm. This tool is suitable for automotive, aircraft, machine, heavy construction equipment, industrial machine

repair, and more.

CATEGORY: Air Tools

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

Bosch

HPT 500 Bladder Adapters

The **Bosch HPT 500 Bladder Adapters** are designed for use with Bosch's HPT 500 Heavy Duty Smoke Machine to locate leaks in exhaust, intake, and turbocharging systems in passenger cars and heavy duty exhaust systems. The adapters seal off various-size pipes and hoses when checking for leaks and range in size from 1.5" to 5.9". Multiple bladders can be used to completely seal hoses and pipes so they can be filled with smoke to check for leaks. The HPT 500 is capable of testing an entire system in 15 minutes and can help technicians diagnose leaks faster in exhaust after-treatment systems in medium and heavy duty vehicles.

CATEGORY: Leak Detection

Enter #49 at "e-inquiry" on VehicleServicePros.com



Monster Mobile

Auto-Darkening Welding Goggles

The **Monster Mobile Auto-Darkening Welding Goggles** are lightweight and offer as good or better protection as a traditional welding helmet, while allowing users to fit into more constrictive areas, the company says. The auto-darkening welding goggles help improve productivity by allowing greater access and a better view of the work area with its slim design. The welding goggles and hood give technicians a better view of the weld they are about to make, according to the company.

CATEGORY: Welding

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



Mitchell 1

Manager SE MessageCenter

The **Mitchell 1 Manager SE MessageCenter** is designed for seamless integrated two-way texting inside the Manager SE shop management system, making it easier for shops to connect with their customers before, during, and after the service or repair.

MessageCenter can actively alert shops of unread text

messages while working inside the shop management program, so users don't have to leave their Manager SE screen to send a text. MessageCenter also gives shops flexibility to build and use their own text templates for common types of messages about orders, appointments, and revisions, or to write "on-the-fly" text messages to customers when needed.

CATEGORY: Shop Software

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



Rotary Lift

Heavy Duty Two Post Lift

The **Rotary Lift Heavy Duty Two Post Lift**, No. SPO20, is designed to offer high-capacity lifting, a low-profile stance, wider installation options, and expanded arm reach possibilities. The SPO20 allows shops to raise an entire fleet from passenger cars to Class 5 trucks. This lift can be ordered with Shockwave, a patented lifting speed package, 110V DC power, and accurate spotting with laser guidance.

CATEGORY: Lifts

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2019 WINNERS



Cojali

Jaltest CV Kit

The **Cojali Jaltest CV Kit** is designed to be an all make and models diagnostic solution that includes commercial vehicle coverage. The tool scans and identifies all of the systems present on the vehicle, regardless of the manufacturer, and all of the information is integrated into one communicator link or interface. The initial screen allows users to triage the fault codes and prioritize repairs. The system provides proprietary fault codes and the specific components associated with that code. Wiring diagrams show the pins on each sensor with the pinouts on the ECM, giving the user enough details to troubleshoot the fault. The kit offers a step by step troubleshooting tree that details the process to be carried out to solve the code, linking to live measurements, actions to be carried out, and the values that define the operating range. This tool offers bidirectional controls including DPF regens.

CATEGORY: Heavy Duty Scan Tools
Enter #46 at "e-inquiry" on VehicleServicePros.com

Snap-on Tools

Polartek Dual A/C Machine

The **Snap-on Polartek Dual A/C Machine**, No. EEAC334, is designed for recovering, recycling, and recharging vehicle A/C systems. The unit handles both R-134a and R-1234yf refrigerants, with dedicated 30-lb refillable tanks for each to reduce the risk of cross-contamination. This machine features a quick setup software guide and 10" graphic touchscreen for easy navigation. The large status light allows techs to monitor progress while doing other jobs. The unit also offers large wheels for improved portability, vehicle database, an on-board printer, and two sets of 120" service hoses.

CATEGORY: A/C Service
Enter #42 at "e-inquiry" on VehicleServicePros.com



Snap-on Diagnostics

Apollo D8

The **Snap-on Diagnostics Apollo D8** is designed to make Intelligent diagnostics software more accessible to more technicians at all skill levels. Apollo D8 provides users with the information needed to diagnose vehicles and diagnostic trouble codes on one convenient card, helping to simplify the diagnostic process, the company says. Apollo D8 guides users step-by-step directly to the fix, helping save time and make technicians more efficient and productive. "Smart Data" automatically configures the display to show vehicle data parameters relevant to the fault code, while non-related data parameters are filtered out. It also highlights vehicle data that is out of expected range.



CATEGORY: Automotive Scan Tools

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

Cartek Group

Ze-Ru System

The **Cartek Group Ze-Ru System** is a patent-pending zero runoff wheel connection technology for wheel alignment on medium and heavy duty vehicles. The Ze-Ru clamping mechanism rests on a precise surface provided by the flat area of the rim, helping to eliminate play, deflection and movement, and the need for 'runout' detection, as well as making the wheel alignment process more efficient.



This system is suitable for a variety of Class 5, 6, 7, and 8 vehicles using different size adapters. This system allows users to obtain wheel alignment ratings in a few minutes, the company says.

CATEGORY: Alignment Equipment

Enter #48 at "e-inquiry" on VehicleServicePros.com

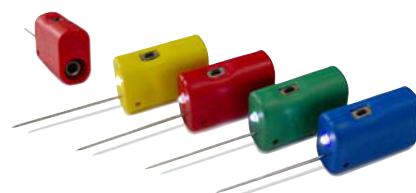
Automotive Test Solutions

LIGHTBRIGHT Self-Powered Circuit

The **Automotive Test Solutions LIGHTBRIGHT Self-Powered Circuit** uses super bright LEDs that allow users to see the electrical connection point in dimly lit areas and make connections using only one hand in tight areas. The LED is a white light that will not change the color of wiring. The standard banana jack connects to most electronic measuring equipment. The back probe has a replaceable stainless pin. The set includes four colors: yellow, red, green, and blue.

CATEGORY: Electrical Testing Tools

Enter #50 at "e-inquiry" on VehicleServicePros.com



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2019 WINNERS



Macnaught
BOP20 Battery-Operated Pump
 The **Macnaught USA BOP20** is a battery-powered pump system for oil applications. Designed to improve shop efficiency and reduce operator fatigue, the BOP20 series is ideal for pumping gear oil from 5-gal containers. Its 18V, 2.0 Ah Li-ion battery delivers up to 40 gallons on a single charge with flow rates up to 1-gal per minute. The modular pump's flow nozzle enables one-handed operation with on-demand flow control. Featuring a safety lockout carry handle, the BOP20's portable powerhead can be transferred easily across multiple pump stems to reduce setup costs and prevent cross-contamination.

CATEGORY: Oil & Lube
Enter #52 at "e-inquiry" on VehicleServicePros.com



Mac Tools
600 Im Inspection Light
 The **Mac Tools 600 Im Inspection Light**, No. MHL600, is designed to ensure that technicians don't misplace their light. This product taps into a radio frequency to send a signal to the light so the

user can track the light audibly. The user is alerted when the light is misplaced, goes out of range of the docking station and when the light only has 10 minutes of charge left. The 600 Im rechargeable light offers two power settings through a front COB providing a 2-1/2 hour run-time on high or up to 6-1/2 hours on low. A 180-degree rotating bracket and hidden hook on the bottom offer two hands-free options.

CATEGORY: Lighting
Enter #54 at "e-inquiry" on VehicleServicePros.com



Matco Tools
Universal Brake Caliper Wind-Back Tool
 The **Matco Tools Universal Brake Caliper Wind-Back Tool**, No. BCW6, is a 6-pc set that allows users to work on clockwise, counter-clockwise, and static/push-back brake calipers with one tool. This tool is designed to be adaptable for use on almost any automotive application. With the included adapter, this tool can be used in conjunction with other sets. This set comes in a durable blow molded case.

CATEGORY: Brake Service
Enter #56 at "e-inquiry" on VehicleServicePros.com

Bosch

BAT 135 Battery Tester with Integrated Printer

The **Bosch BAT 135 Battery Tester with Integrated Printer** is designed to capture test results for customer records, such as presenting the state of health and state of charge percentage of batteries to help ensure optimal efficiency and usage. Using a micro-load test to demonstrate authentic results, the battery tester assesses 6V and 12V batteries from 40 to 2,000 CCA, including AGM, Gel cell, flooded lead-acid, start/stop EFB, and Commercial SLI batteries. It will also test 12V and 24V charging systems with a diode/ripple test. Test clamps are included and easily detachable for service or replacement.

CATEGORY: Battery Service Equipment
Enter #53 at "e-inquiry" on VehicleServicePros.com

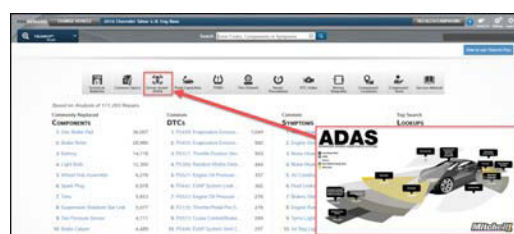


Mitchell 1

ProDemand Driver Assist ADAS Quick Link Feature

The **Mitchell 1 ProDemand Driver Assist ADAS Quick Link Feature** is designed to allow technicians to see and access all of the advanced driver assistance systems (ADAS) features and components on a vehicle via the Driver Assist ADAS Quick Link. This repair information makes it quick and easy to diagnose, repair, and calibrate ADAS. Users can select a vehicle, click the Driver Assist ADAS Quick Link button, and get access to a table that consolidates all of the ADAS information for the vehicle in a single location. ProDemand delivers all of the ADAS features and components, so techs are able to select the repair and calibration information that they want, without needing to perform multiple lookups to find the information separately. ProDemand also identifies the components of an ADAS feature that will require calibration, as well as special tools or scan tools needed to complete the job.

CATEGORY: Repair Information
Enter #55 at "e-inquiry" on VehicleServicePros.com





Flir
ONE Pro LT

The **FLIR ONE Pro LT** is a thermal imaging attachment for smartphones. Powered by the FLIR Lepton thermal microcamera core, this product offers patented MSX image enhancement that combines the thermal and high-definition visible camera images to produce crisp, detailed images that are easy to interpret. ONE Pro LT also features the company's MSX and VividIR video signal processing technology to deliver improved thermal image quality and clarity. The OneFit camera connector allows users to adjust the device to attach to their smartphone through many popular protective cases.

CATEGORY: Inspection Tools, Lab Scopes

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

Ullman Devices
Metal Marker

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. Using this marker, all techs 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.

CATEGORY: Safety Equipment & Personal Tools

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



ToolBox Widget
Wrench Organizer

The **ToolBox Widget Wrench Organizer** is an independent modular tool organizing system for the toolbox. This tool organizer allows users to add or subtract and choose the exact number of holders they need. The widgets can save up to 30 to 40 percent of space to maximize toolbox drawer room, according to the company. Features include a modular design, strong magnets, missing tool indicators, changeable size labels, and a flexible material. Each kit holds 14 wrenches, 1-3/4" tall, and magnets are a 5-lb pull each.

CATEGORY: Tool Organizers

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



Carlyle Tools
Interior Creeper

The **Carlyle Tools Interior Creeper**, No. 815-1337, is

designed for interior car applications to properly position the technician for tasks under the driver or passenger sides. This product is suitable for replacing fuses, cabin air filters, and stop light switches. The 915-1337 offers tool free height adjustment from 15" to 25" in 1" increments, and has protective rubberized corners to prevent damage to the interior of cars. It also offers a removable kneeling pad for use in low height applications. An optional LED light and tray are also available.

CATEGORY: Creepers & Seats

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



Snap-on Diagnostics
Software Upgrade Versions 18.2 and 18.4

The **Snap-on Software Upgrade Versions 18.2 and 18.4** offer expanded

ADAS content. The software includes new and enhanced

vehicle communications systems and new guided component tests targeted to ADAS repair. Snap-on onboard CTM training and guided component tests walk technicians through the process for pinpointing diagnosis for hundreds of advanced driver assistance systems, including adaptive front lighting, adjustable pedal, blind spot detection radar, center display, electronic parking brake, forward collision warning system unit, front and rear cameras, intelligent cruise control, lane departure warning, object detection, parking assist, rain sensors, and steering angle sensor.

CATEGORY: ADAS

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



TEXA USA
eTruck Telematics Device

The **TEXA eTruck Telematics Device** is designed for medium and heavy duty vehicles with advanced bi-directional capabilities. This technology allows users to remotely perform advanced emissions resets and forced regenerations without leaving the shop or dispatching a technician. The eTruck allows shops to monitor the vehicle system remotely, schedule maintenance and perform bi-directional capabilities including forced regen, DPF resets, and more.

CATEGORY: Diagnostics

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





CATEGORY: DIAGNOSTICS

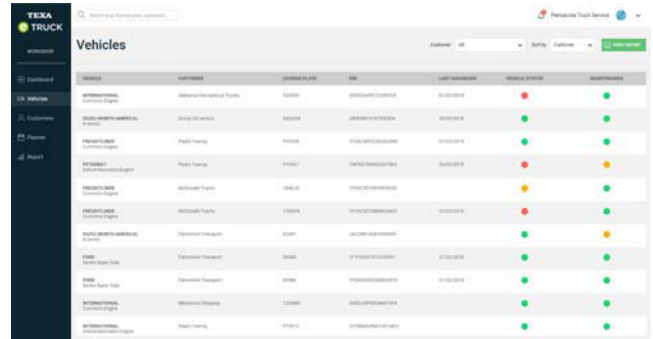
TEXA eTRUCK, the future of remote diagnostics

The emissions warning light the driver has been ignoring all day is now flashing and the truck has entered derate mode. Does this scenario sound familiar? The fleet must make a decision on how best to deal with the emission failure. There are few options: they can send a tow truck and get the vehicle back to the shop or they can send a technician on-site to handle the situation. Both options are costly and require vehicle downtime which will cost even more money. What if the truck is hundreds of miles away from the shop?

There's a solution now that allows technicians and fleet managers to solve these issues and minimize downtime, TEXA eTRUCK lets the workshop force regen and reset emission values being miles away from the vehicle. No need to bring the truck back, no need to send a technician in the field.

The concept of vehicle telematics is not new. In almost all cases telematics has been a passive implementation providing fault codes and limited data but lacking any advanced bi-directional capabilities. Telematics has provided the ability for remote diagnosis and better follow-up on vehicle maintenance by connecting the service center, vehicle owner and the vehicle in real-time. Why stop there? Unrelenting emissions failures have become a problem with limited possible solutions, not to mention that these solutions are costly. Medium-duty and heavy-duty vehicles many times go into derate in one form or another simply because the prerequisites for a passive regen are not met, or the driver has bypassed the regen. There is not a part failure; the vehicle simply needs to have the applicable emissions parameters reset and a forced regen must be performed to put it back in service. Now it can be done remotely, from the comfort of a chair. Imagine the increased vehicle uptime for the fleet with this type of bi-directional functionality.

TEXA USA made it possible in April 2018 when it released an aftermarket telematics device designed for medium and heavy vehicles, with advanced bi-directional capabilities. This technology



provides the ability to remotely perform advanced emissions resets and forced regenerations without leaving the shop or dispatching a technician. The TEXA eTRUCK device is a 9 or 16 pin dongle that needs to be connected to the truck and communicates with the driver's phone via Bluetooth. The drivers can see live parameters and information and when in need can let the technician remote in. The online workshop portal displays live parameters, live DTCs and gives the possibility to the technician to know more about the problems that the driver is facing and to assist him right away from the shop with almost zero downtime.

eTRUCK is not only used for emissions problems but also for speed limiters. A truck travelling through different states can possibly cruise at different speeds, thanks to eTRUCK the technician can remote in and adjust the vehicle's speed limiters according to the driver's needs and location.

eTRUCK is a revolution in the truck world, no one before TEXA has ever pushed the boundaries of diagnostics to this level of technology and efficiency. eTRUCK is the most advanced solution for predictive diagnostics and the only remote diagnostic solutions that extend its capabilities from scanning and reading to real-time parameters resets. TEXA lets the workshop take care of their fleets and customers 24/7 from anywhere in the country. ■



TEXA USA
NorthAmerica@texa.com
+1 855.200.8392

texausa.com

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NOW WHAT?

No worries, TEXA has you covered.

eTRUCK lets the workshop force regen and reset emission values being miles away from the vehicle. No need to tow the truck back to the shop, no need to send a technician in the field.

The most advanced solution for predictive diagnostics and the only telematic solution that extend its capabilities from scanning and reading to real-time parameters resets like forced regenerations and speed limiters.



Contact us for more information:
TEXA USA Inc. | northamerica@texa.com
+1 855.200.8392 | www.texausa.com

Enter #64 at "e-inquiry" on VehicleServicePros.com



SNEAK PEEK

Welcome to Sneak Peek!

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

EACH ELEMENT SNAPS IN AND OUT WITH EASE

The **CRKT Twist and Fix Torx-Hex Tool**, No. 9901, is a stainless steel multi-tool used for everyday repair jobs. The tool is held together with a low-profile frame, and each element snaps in and out with ease. Instead of being housed in fixed, eternal bearings, each element in the toolset revolves around a central axle, lengthening the tool you need and keeping the others out of the way. The Torx-Hex Tool includes the torx sizes T10, T15, T25, and T30; and the hex sizes 3/32", 1/8", 9/64", 5/32", and 3/16". Additionally, the tool features a durable glass reinforced nylon handle.

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



PROVIDES EASY ACCESS TO HARD-TO-REACH FITTINGS

The **Lincoln Industrial 48" PowerLuber High-Pressure Grease Gun Hose**, No. 1248HP, is designed to provide easy access to hard-to-reach fittings. The spring-wrapped hose endings help prevent kinking. The 1248HP fits all PowerLuber grease gun models, the company says.

Enter #68 at "e-inquiry" on VehicleServicePros.com



THREE TOOLS IN ONE UNIT

The **Clore Automotive Solar Pro-Logix 12V Smart Battery Charger**, No. PL2545, comes with engine start assistance. Designed to provide continuous operation in a wide variety of professional/industrial battery service environments, the PL2545 combines a fully automatic operation utilizing a proprietary multi-phase charging process with the ability to properly charge multiple battery types. The PL2545 is really three tools in one unit. It functions as an advanced automatic battery charger to bring depleted batteries to full charge so that they can be put back into service. It functions as an advanced automatic battery maintainer, conditioning and maintaining batteries in long term storage charging situations. It also provides engine starting assistance, quickly energizing a depleted battery so that the engine can be started.

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LOCATES AIR LEAKS

The **Lisle Turbo Air System Test Kit with Smoke Adapter**, No. 69910, plugs the output side of the turbo and the intake inlet. Air and smoke are applied through one adapter to show the presence of leaks within the system. The kit features a pressure gauge, shut-off valve, pressure regulator, and includes six pairs of stepped adapters to fit most turbo systems on cars and light trucks. It can also be used on some cooling system hoses.

Enter #69 at "e-inquiry" on VehicleServicePros.com

FEATURES MAGNETIC/USB RECHARGING TECHNOLOGY

The **Powertac M6** is an everyday carry flashlight for technicians that emits 1,300 lm and has four lighting modes plus strobe. The flashlight's circuitry provides for a three hour run-time on the high power setting. The M6 has a magnetic tail cap for handsfree use and features Powertac's magnetic/USB recharging technology. The light is waterproof, impact resistant, includes the battery, and has a lifetime warranty.

Enter #67 at "e-inquiry" on VehicleServicePros.com



ALLOWS ACCESS TO TENSIONERS TO RELIEVE PRESSURE ON BELTS

The **Cal-Van Tools Serpentine Belt Tool**, No. 738, is designed to make serpentine belt installations easier. This belt tool is designed to allow access to tensioners to relieve the pressure on belts for easy removal and installation, even in hard-to-reach areas. The tool features integrated hex heads in the handles (16mm, 6-pt and 12-pt), and the set includes 3/8" and 1/2" drive adapters, socket adapters (13mm, 14mm, 15mm, 16mm, and 18mm) and crow's foot wrench adapters (13mm, 14mm, and 15mm).

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MONSTER MOBILESM



7 DRAWER, FULLY ASSEMBLED TOOL CARTS

These are not your average, rickety tool carts - Monster Mobile carts are made for a working man's garage. **500 POUND CAPACITY** means you can load them up with tools and parts and roll them where the action is. The huge locking top storage compartment has gas struts so the lid won't slam on your hands, and the protective corner bumpers protect that car's shiny new paint job. At **30" WIDE, 22" DEEP and 42" TALL**, it's the perfect size to wheel around any shop!

MST3507XG22 Green



MST3507XTG22 Textured Gray

Also available in Black: MST3507XMB22



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www.techs-edge.com or 1-800-966-8478

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SNEAK PEEK

RUGGED AND IMPACT RESISTANT

The **Power Port Products LED Work Light** is a versatile handheld light that is rugged and impact resistant. The light has a built-in 15A grounded outlet in the handle which doubles as an extension cord to avoid draping cords all over the shop. Both ends feature 360-degree ratcheting hooks that are ideal for under-the-hood work and going handsfree. The LED Work Light is available in both 25" and 50" models.

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COMFORTABLE SINGLE HANDED SIZED GRIP

The **Mighty Seven Mini Air Die Grinder** is designed to provide easy access in confined and hard-to-reach areas during operation. The operating free speed is rated at 25,000 rpm with a sound output of 80dBA. With a weight at under 1 lb, the mini design offers low vibration to reduce user fatigue during extended use. The grinder has a single-handed sized grip and an overall length 4-11/16". It also has an added safety lever to prevent premature startup and is backed by a three-year warranty.

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SLEEK, MODERN, AND LIGHTWEIGHT

The **Kershaw Decibel Knife** is sci-fi-inspired with its sleek, modern, and linear design. The knife is emphasized by dark matte-gray, titanium-carbo-nitride coating on both its blade and handle. The blade is stainless steel, weighs 2.7 oz, and the tip is positioned downward, making it ideal for opening everyday items. The knife can be opened one-handed using the thumb stud and also has a reversible pocket clip.

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FITS MOST LUG NUT WRENCHES

The **Ascot Locking Lug Key Set** is designed to remove locking lug nuts on wheels, and includes lug keys for a variety of lug styles. Each key is made from heavy duty, heat-treated chrome vanadium steel. The double hex-head design fits most lug wrenches, and the thin sockets and extra-long lug keys help prevent nicks, scratches, and damage to the wheel. The 16-pc set comes with both SAE and metric pieces that can be used on spline, star, hex, and fluted hex fasteners. For easy storage and organization, the keys come inside a blow molded case with an application guide included on the inner lid. Includes hex pieces: 11mm, 12mm, 14mm, 15mm, 16mm, 17mm, 18mm, 19mm, 20mm. Included Sockets: (2) 5/8", 41/64", 45/64", (2) 15/32", 19/32", (2) 11/16", 3/4", 7/16", 5/8", (2) 1/2", 13/16", 9/16".

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NEW

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One hand operation.

SEALED FLAT HEAD
Sealed Flat Head For Long Life

LOW PROFILE HEX BIT DRIVER

SP-7250H

mini

PATENT PENDING

Broken Bit Knock Out Access

ADJUSTABLE WHEEL COVER

7231AWC

NEW

Scan to Watch DEMO Video

- Low profile for use in tight areas
- Use with any 1/4" drive bit
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- Fits SP AIR model #SP-7231, SP-7231R Fits also MAC AT35A (Mac Brand)
- Stabilizes cutting action
- Adjustable cut depth (Minimum 1/8")
- Protects sub-surface objects (Wiring Harnesses, etc...)
- Provides accurate and clean cuts 90 degree to surface

※Tool Not Included

SP AIR U.S.A. CONTACT Toll Free 855-438-5313 sales@spairusa.com <http://www.spairusa.com>

Enter #75 at "e-inquiry" on VehicleServicePros.com

Collision-Repair Ready MS908 Tablets

Pre- and Post- Scan reports are now available on the entire line of Autel's MaxiSYS MS908 series tablets. Initially, available only on the MS906TS, the collision-repair ready software, documents for insurance adjusters and customers, the vehicle's pre-repair and post-repair condition. The Pre- and Post- Scan reporting feature is included in the July 9, 2019 software release, which is free to all users with MS908 Elite, MS908SP, MS908S, MS908CV, MS908P, and MS908 tablets that have active software subscriptions. Subscriptions can be renewed through authorized Autel dealers.

The Pre- and Post- Scan report feature is easy to use and has been integrated into the MaxiSYS interface, seamlessly incorporating the reports into the diagnostic procedure. Most vehicle manufacturers have issued position statements directing technician to perform Pre- and Post Scans on all vehicles.

To generate the Pre-Scan report the technician connects the tablet to the vehicle and establishes communication by either selecting AutoVin or by identifying the vehicle manually and selecting vehicle make, model, and year, a pop-up window displays requesting the entry of a Repair Order (RO). Input the RO number and press OK.



NOW AVAILABLE ON THE
MS908SP, MS908S, MS908 ELITE, MS908CV, MS908P & MS908

Selecting the Pre-Scan icon will initiate an AutoSCAN of the vehicle, whereby all available systems will be scanned for faults. As a module is scanned, the number of data trouble codes (DTCs) found will be noted in red. Modules related to any Advanced Driver Awareness System (ADAS) will be identified with an ADAS icon. ADAS devices including camera and radar units may require calibrating after vehicle repairs, even if the ADAS system was not directly involved. Photos of any visible vehicle damages can be taken with the MaxiSYS tablet and attached to the reports. The dated reports, that can be customized with repair shop logo and contact information, can then be printed or emailed directly to the insurance company for review.

Pre-SCAN reports allow the technician to create and submit pre-repair diagnostic reports for expedited insurance carrier approval of repair estimates, and to help avoid additional insurance authorizations.

Once all repair costs are approved by the insurance company, the technician can create a more efficient repair plan from the start before any repair work has begun. After repairs have been completed, the technician can generate a Post-Scan report of the vehicle by either selecting the vehicle via the Vehicle History application or by entering the RO used for the Pre-Scan report. An icon will display labeled Post-SCAN. In addition to confirming that all pre-repair faults have been resolved, the Post-Scan is also instrumental in detecting if additional DTCs have been generated during repair. The Post-SCAN and Pre-SCAN reports will now be combined in a single report file that can be saved to the repair shop system, then easily printed or emailed to insurance carriers or the customer. This shop branded and extensively detailed report process is ensuring a higher level of customer safety is easily provided when repairing today's vehicles or the vehicles of the future. ■

AUTEL DIAGNOSTIC INTELLIGENCE

Autel is a manufacturer of advanced diagnostic scan tools and ADAS calibration tool packages for the automotive aftermarket.

(855) 288-3587

USsupport@autel.com

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AUTEL®

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SNEAK PEEK

POWDER COATED STEEL CONSTRUCTION

The **Titan Professional Tools' 5-Ton Hydraulic Cable Crimper** features powder coated steel construction and a crimping force of 45kN. The hexagon cable crimper includes nine hardened steel die sets ranging from 4-70 mm, and has a crimping stroke of 12mm. The tool also has vinyl-dipped grips for non-slip use, and an on/off retractor knob.
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BUILT FOR EFFICIENCY AND DURABILITY

The **OEMTOOLS 36" 8-Drawer Tool Cart**, No. 24565, features welded dual-wall construction with 19-gauge steel for durability. The tool cart also features heavy duty 5" x 2" casters, four corner bumpers on the edges to prevent dents or dings, and full extension ball bearing drawers that slide in and out easily. The drawers have a 100-lb capacity and a lock system that automatically locks the drawers when the cart is in motion.

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TELESCOPING POLE AND ROTATING HEAD EXTENDS 84"

Streamlight, Inc.'s Portable Scene Light EXT features a pole and rotating head that extends to a full 84" high. With its 5,300 lm output, the rechargeable light allows for complete scene light coverage, improving worker visibility on the job. The light has a 90-degree swivel neck that enables users to aim the light beam to where it is needed, and can be deployed in less than 30 seconds. The Portable Scene Light EXT uses six power LEDs and offers three levels of light intensity. Its thermoplastic casing offers weatherproof construction that is designed for dust-tight and waterproof operation to 1m for 30 minutes, and can withstand 40 MPH winds.

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KNIPEX
 Quality – Made in Germany

BIG BROTHER IS HERE! THE NEW 10" COBOLT XL.

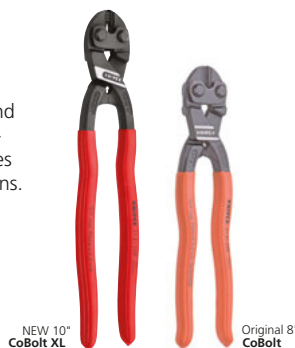
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KNIPEX – Tools Designed With Your Hand in Mind

The question we hear the most is, "Can you make the CoBolt bolt cutter longer?" Yes, we can and we did!

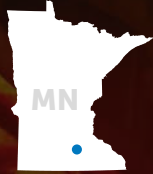
Introducing the new 10" CoBolt XL Bolt Cutter! This powerful tool will cut hard materials with less effort and hand force than before. Laser-etched cutting edges reduce slippage of material. Available with straight blades or with a notch for easier cutting of larger cross-sections. This tool has been designed to make your cutting jobs easier and with less effort.

See a video of this tool: bit.ly/coboltxl



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DUAL/SINGLE WHEEL SEPARATOR

5693 – Dual/Single Wheel Separator



TIRE PLIERS

- 5731 – Tire Bead Locking Pliers
- 5732 – Tire Spoon Holding Pliers
- 5733 – Tire Bead Wedge Pliers



TIRE BEAD BREAKER

5728 – Tire Bead Breaker



TIRE SPOON RACK

5715 – Tire Spoon Rack



TIRE SPOONS

- 5720 – Sliding Dual Tire Spoon, 35"
- 5736-24G – Curved Tire Spoon with Grip Grooves, 24"
- 5735-35G – Double End Tire Spoon with Grip Grooves, 35"



WHEEL LOADER & TIPPER

5752 – Wheel Loader & Tipper



SLIDING BEAD BREAKER

5727 – Sliding Bead Breaker



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SKU: 5455

INCLUDES 1/4" X 3/8" AND 8MM X 10MM RATCHETING WRENCHES FOR USE ON MOST COMMON BRAKE SYSTEMS

RATCHET ALLOWS FOR CONTINUOUS LOOSENING AND TIGHTENING WITHOUT REMOVING FROM BLEEDER

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OFFERS FAST SETUP

The **Atlas Automotive Equipment Compact Wheel Aligner**, No. ATEWA40, features CCD technology to carry out precise wheel alignment and is designed for those who maybe never offered computerized wheel alignment before. Using a 'hang-on' clamp design, setup is fast, according to the company. A comprehensive vehicle database provides the necessary data and readings, and adjustments can be seen live on screen as they happen. All necessary accessories are included such as PC, printer, turn plates, and calibration kit.

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FEATURES SPARK PROOF TECHNOLOGY

The **NOCO Boost XL Jump Starter**, No. GB50, is designed to instantly jump start most single-battery applications, up to 30 times on a single charge. It is ideal for a wide range of vehicles, including small diesel cars, trucks, and engines up to 7.0L gas and 4.5L diesel. The jump starter protects against reverse polarity, sparks, over-charging, over-current, open-circuits, and over-heating. It also recharges any USB device such as smartphones and tablets and has an ultra-bright dual LED flashlight for visibility with seven modes, including SOS and emergency strobe.

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OFFERS AN ADJUSTABLE ANGLED EXTENSION

The **CTA 19-pc Master Oil Funnel System Kit**, No. 7900, is designed to cover most European, Asian, and U.S. vehicles currently on the road today. An assortment of different color adaptors makes finding and selecting the correct one for the job easy. All adaptors connect to a 2L funnel and an adjustable angled extension, which features two grip seals at the connection end for secure fitment. The adjustable angled extension also allows access in hard-to-reach applications. The kit provides fast oil filling without spillage or waste. Adapters and extension are packaged in an easy-to-clean blow mold carrying case.

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REACHES 15,000 RPM OF FREE SPEED

The **Ingersoll Rand 3/8" Impact Wrench**, No. 2115QXPA, is designed to help technicians quickly complete everyday jobs in tough environments. The 2115QXPA is ideal for work on passenger vehicles including interior car bolting applications, side panel repairs, and engine work. The impact wrench reaches 15,000 rpm of free speed and 300 ft-lbs of max reverse torque. It also features chemical-resistant composite housing, swivel hose connection to prevent tangling, steel twin hammer mechanism, and a steel-lined hammer case. The tool weighs 2.5 lbs.

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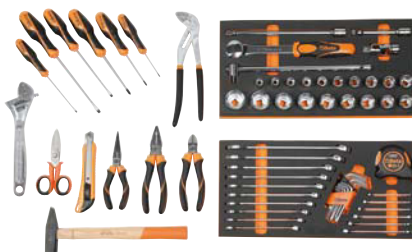
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SNEAK PEEK

8-CHANNEL HIGH-SPEED AUTOMOTIVE OSCILLOSCOPE

The **Pico Technology PicoScope 4823** is an 8-channel high-speed automotive oscilloscope that is ideal for those involved in advanced diagnostics, training, or vehicle design. The eight channels allow multiple sensors, actuators, and CAN/CAN FD signals to be monitored at the same time at up to 80MS/s. It is ready-configured for automotive probes and includes over 150 guided tests, plus access to comparisons in the Pico waveform library.

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



64-PC UNIVERSAL TOOL KIT FITS MOBILE TOOL BOX

Beta Tools's C41H Tool Trolley and 5941VU/M Tool Kit are designed to fit and organize an assortment of tools. The mobile, sheet metal tool box with a removable top case is available to fit the 64-pc universal tool kit. The tool kit includes two foam trays. One tray contains a 1/2" drive metric socket set with the 920/55, a 1/2" reversible ratchet, two extensions, a 1/2" sliding t-handle, and universal joint. The second tray has a metric combination wrench set (sizes 6-19 and 21-22), a 5m tape measure, and metric hex key set. Additional tools in the kit include a 6-pc screwdriver set, 3-pc plier set, electricians' scissors, utility knife, 10" adjustable wrench, and 10" slip joint pliers.

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



FITS SECURELY ONTO THE BRIM OF A HAT

The **Klein Tools Cap Visor Light**, No. 56402, enables professionals to add light to any hat or cap. Its contoured metal clip is designed to fit securely onto the brim of a trades person's hat. Additional features include a pivoting head of up to a 60-degree angle to provide handsfree lighting where needed, five LED lights, and a centered power button to adjust settings from high (125 lm) to low (40 lm). The light is IP54 dust- and water-resistant.

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Impact Wrench Series



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SHORTER LENGTH
50% MORE LIFE! - PATENT PENDING

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1058-VXL 1/2" Compact Impact
700 ft-lb Loosening Torque

1178-VXL 1/2" Impact
1300 ft-lb Loosening Torque

1778-VXL 3/4" Impact
1700 ft-lb Loosening Torque



808 Long Reach Ratchet Series

- 808-15 3/8" 30 ft-lb Maximum torque (15.3" Long)
- 808-15-25 1/4" 30 ft-lb Maximum torque (15.3" Long)
- 808-22 3/8" 65 ft-lb Maximum torque (22.5" Long)



809 Sealed Flat Head Ratchet Series

- 809-SH 3/8" 60 ft-lb Maximum torque
- 809-SH-5 1/2" 60 ft-lb Maximum torque

www.AIRCAT.com

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OFFERS NINE TOTAL RESETS

The **Launch Tech USA Millennium Master** offers nine total resets on a 5" color touch-screen with thumb pad navigation. The nine resets include: TPMS reset with relearn database, injector coding, immobilizer, battery reset, EPB, SAS reset, DPF regen, oil reset, and brake bleed. The diagnostic tool is based on Android OS and offers full coverage on domestic, Asian, and European vehicles (1996 and newer OBD-II). It supports auto VIN detection and connection and can share diagnostic reports via email.

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



FEATURES A 4.5MM DIAMETER CAMERA PROBE

The **Oasis Scientific Vividia D3245 USB Digital 2-Way Articulating Borescope** features a 4.5mm diameter camera probe and a 1.5 meter long insertion tube. The D3245 can be bent in two directions at a maximum angle of 180 degrees. The insertion tube has metal braided outside layers, and the bending part is made with stainless steel. With a USB connection, one can connect the Vividia D3245 to a Windows PC (Windows XP, 7, 8, and 10), MacBook, or Android devices. With an additional Vividia VA-B2 AirBox wireless converter, the D3245 can be used with iPhones and iPads. Users can easily take pictures and videos with the free software.

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

HEAVY DUTY SLIDE HAMMER

The **MechTech Innovations Bearing Bulldog** is a precision, heavy duty slide hammer that eliminates the need for torches, pneumatic tools, and the chance of damaging customer cars. The Bearing Bulldog weighs 32 lbs and can remove bearing assemblies within seconds, according to the company. The tool is designed and manufactured in North America and has a limited lifetime warranty.

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ENGINEERED FOR COPS UNBEATABLE FOR SHOPS

WITH THE **LONGEST** BATTERY RUN TIME ON THE MARKET.



COAST

TRUSTED TOUGH.

TX14R
RECHARGEABLE
Flashlight



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**BY EMILY MARKHAM,
ASSISTANT EDITOR**

920-234-6359

Emily@VehicleServicePros.com

Ask the right questions about scan tools to spur sales

Scan tools are a must for today's and tomorrow's repairs.

In recent years, scan tools have quickly become a more and more important tool for shops and technicians to own.

"All scan tools do a certain set of things that are exactly the same if they have the coverage. They will give you a code, its status, and a general description of what it means," says Bruno Gattamorta, vice president of sales and marketing at Cojali USA.

Though it's important to understand that "certain set of things" all scan tools do, having a general understanding of the significance of scan tools, their unique features, and what is up and coming is crucial as well.

THE IMPORTANCE OF SCAN TOOLS

With all the advances in vehicle technology, what's under the hood has transformed. Just about every part of the vehicle has a computer and is touched by OBD related diagnostics in some way, cementing the necessity for technicians to own at least one, if not multiple, scan tools.

In the past, things were different – a technician could get away with using their wrench and a little elbow grease to repair vehicles. Nowadays, just about every job – ranging from simple maintenance procedures to advanced calibrations – calls for the use of a scan tool.

"Technicians need scan tools like they need air," says Harlan Siegel, vice president, diagnostics at Launch Tech USA. "Everything in that vehicle today involves a scan tool to validate its operation, its initialization, or calibration. Period. That's why today, shops have a need for multiple scan tools."

Shops owners who acquire and use scan tools at their shop might even find they can increase their revenue. Scan tools give shops the ability to work on a greater variety of vehicles; many scan tools have features which provide repair information

for various makes and models, including domestic, European, and Asian. Without scan tools in their arsenal, shops may have to send business away.

Technicians need to understand what the problem is before getting to work on a vehicle. Chad Schnitz, national sales manager – strategic accounts, Autel North America, explains, "It's all about time and information for the technician. The more data [provided] from the vehicle, the more active tests [technicians] can perform, and [the] more coding, adaption, [and] module syncs [they] can do in the shop, the more profitable the shop and technician will be."

The more a technician knows, the better they can repair all the issues presented in that vehicle. Scan tools provide technicians the opportunity to find and correct a greater range of problems.

TIPS FOR SELLING

When it comes to selling scan tools you don't have to be an expert, but Cojali's Gattamorta does advise knowing the basics: the tool's coverage, usability, and return on investment (ROI). Knowing anything beyond this is great, but if a customer asks a question you just don't have the answer to, do your best to find that answer for them or point them in the direction of someone who can answer their question.

Many companies offer some kind of customer service resource – such as classes, webinars, videos, or simple documents answering the most frequently asked questions.

"As one of our top salesmen says, 'When we educate, we sell,'" Gattamorta says.

In order to make the sale, you have to know what your customer is looking for in a scan tool. That means asking questions. Autel's Schnitz offers a list of potential questions to ask customers so you can help them find the right scan tool.

Without scan tools in their arsenal, shops may have to send business away.

Upcoming topic:

Look for information on stocking and selling the following category:

TPMS Tools (September)



- What vehicles do you work on?
- Do you currently do J-2534 programming?
- Do you want to do J-2534 programming?
- Do you have a TPMS tool?
- Do you have the need to program keys?
- What is your budget?

Asking the right questions means helping your customers find the right tool for their shop while saving them from overpaying for features they

potentially wouldn't have used.

Additionally, having the scan tool out and available for demos is crucial. Technicians want to be able to give the tool a try, see what features there are, see how user-friendly it is, and then make their decision on whether to buy. Schnitz does caution, though, that when doing a live demo, you should plug it into your own truck, otherwise you're at the risk of them plugging into a truck the scan tool may not know how to fix.

Something else to keep in mind while trying to make the sale are the costs technicians and shop owners will have outside of paying for the scan tool itself.

"[For] a good gauge of ROI, shop owners [should] consider the overall cost of ownership for not only their scan tools and software update costs, but the costs for access to repair information like ALLDATA, Mitchell 1, Identifix, et cetera. Between diagnostic subscriptions averaging \$1,000 per ↻

PRODUCT TRAINING

year, and repair information costing about \$1,800 per year, the multitude of subscriptions can really add up,” says Danijela Haskin, product manager, diagnostics, at Bosch Automotive Service Solutions.

This is why it’s so important to get an understanding of what your customers need and want from a scan tool, so you can give them the best deal on the right fit for their shop.

THE FUTURE OF SCAN TOOLS

As vehicle technology advances, so must scan tool technology.

“Scan tool technology is trending to become more of an overall diagnostic resource for technicians,” says Bosch’s Haskin. “Solely reading codes, live data, and tests isn’t going to cut it – that’s just the first step. The more information available to technicians the better, and the ability to have everything needed to diagnose, research, and repair vehicle issues at their fingertips is taking them to the next level.”

It is possible that technicians may run into some difficulties in the future, as it is becoming more likely OE manufacturers will increase security and encryption on their

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Launch Tech USA
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vehicles. According to Autel's Schnitz, encrypted CAN networks may be put in place which will not allow users access to the network. This block could be troublesome as almost every repair done nowadays relies on the information provided by scan tools.

The future of scan tools isn't at all bleak; with features like intelligent vehicle storage, technicians will have a stockpile of information on the vehicles they are repairing, allowing them to see the last codes and information a vehicle stored, explains Launch Tech's Siegel.

"It's really critical," he says. It's like if you went to a doctor and they were able to go to a portal where they could look up all your information from your other doctors, allowing them to make a diagnosis centered around your medical

history. The same goes for intelligent vehicle storage; it gives technicians access to a vehicle's history, so they have a complete understanding of how best to repair that vehicle.

Another feature to look forward to is predicted failures from remote diagnostics. "This kind of technology avoids downtimes and improves processes," says Dario Peruch, general manager at TEXA USA Inc. Knowing in advance what problems a vehicle may face allows shop owners and techs to keep an eye on those issues or put preventative measures in place.

Scan tools are a must for today's and tomorrow's repairs. Boost sales by having a conversation with prospective buyers about how scan tools are necessary for a productive and profitable shop. **PD**



To help your customers find a scan tool that best fits their shop, check out the 2019 Scan Tool Spec Guide to compare features in the OBD-II Generic, OBD-II Enhanced, and Heavy Duty categories from 27 different companies.

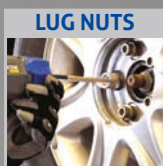
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BY ALAN SIPE
CONTRIBUTING EDITOR

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.

Yes, you can teach an old dog new tricks

... Especially if the dog is you and you want to earn more money.

We're in the dog days of summer, so it is the perfect time to write about "teaching an old sales dog new skills."

Do you ever find yourself thinking these thoughts?

"Change is great ... as long as everything stays the same."

"My customers will think I'm weird if I change my style of selling."

"I would like to close more sales, but it will feel funny asking for the order more often."

"I'm earning pretty good money the way I'm doing it now."

"A leopard can't change its spots."

Well, my response to each of these thoughts or statements would be:

This is just negative self-talk; get over yourself and try something new. It will make your day more interesting, increase your sales call interest, and make you more money.

Why would they think you are weird if you're doing your job and serving them better?

You will feel even funnier with more money in your pocket.

Would you like a 10- or 15-percent raise? Just do what you're doing ... but better.

Then never ever try a new hobby, a new sport, a better golf swing, or driving a cool, new car.

The big change we are shooting for today is increasing the number of times per week you stop at the bank to make deposits.

Ever hear of Dustin Johnson? Johnson is one of the best golfers on the PGA tour, earning millions of dollars each year. Yet, for several hours each day, Johnson tries new swing tweaks to be proactive and get even better. There is no reason on earth why, with an hour per week of sales improvement, thought, and practice, you can't substantially improve your earnings, too.

Two more careers we often consider to be "big money earners" are doctors and lawyers. They practice medicine or practice law. Do you practice sales? Members of those professions invest many hours per week in reading and studying what's new in their fields. When was the last time you read a book or anything on sales skills?

My suggestion: get on Amazon and order "The One Minute Salesperson" by Spencer Johnson. It is only 112 pages and is the best sales book I ever read. I guarantee you will find something in it to increase your earnings.

DO SOME RESEARCH

Sit down and make a list of the technicians' facilities you call on who purchase nothing or almost nothing from you. They are buying from someone, why not you? If there is some "hard stop" reason, like their brother is the competitive mobile jobber, then scratch them off the list. With the others, try to figure out the answer. Did you tick them off in the past? Did they not like your financial terms? Do

they feel you have ignored them? Do you have no logical idea why?

Whatever the reason, develop a plan to get them on your side. Maybe it will work and maybe not, but if one out of ten starts buying from you it will be a nice income boost. Success with three out of ten will mean some nice money. If you have an active customer list of 300 and you add just 15, that's a 5 percent boost in customers, and that means more income, too.

If you have an active customer list of 300 and you add just 15, that's a 5 percent boost in customers, and that means more income, too.



So what do you do? Simply talk to them. Yes, yes, I know it may feel really funny doing this, but tough beans – do it anyway. Take this customer aside in the shop or on your truck and just talk to them. It might sound something like this:

“Joe, I would like your help. I call on your location every week at the same time on the same day and enjoy excellent business with most of your coworkers. I’m curious, is there something I have done that turns you off about buying from me? If I can figure out what I did to turn you off to buying from me, and I can learn my lesson, I will be sure not to do it to someone else.”

Let him answer. And no matter what he says, do not be defensive. Thank him for his thoughts. Then

hand him your latest sales flyer and let him know you are there for him anytime he needs something.

Sometimes you will find out that there is some minor issue, like a broken tool or some other thing, that you can correct on the spot and get him (back) on your books.

Now be sure to at least say “hi” to this customer on every stop in the future and personally hand him your literature. You will be surprised how many times simply speaking with a non-customer will turn them around.


Try this for 30 days. Pick a closing style and work it hard.

The yes/yes close is the easiest and a good place to start. Always give your prospect a choice between yes and yes. “Do you want the ratchet and

the sockets or just the sockets?” “Do you want the screwdrivers and the nutdrivers or just the screwdrivers?” “Will you finance this for six months or one year?” As discussed in previous articles, yes/yes works much better than yes/no.

After you have that ingrained in your presentations, move on to the “referral close,” also called the “get on the bandwagon close.” Simply say something like, “The guys over at XYZ Chevrolet are using this tool very successfully to quickly fix the _____ (fill in the blank). I think this would work well for you too. Don’t you?”

Well, it’s summer ... time to get out and try out some new tricks.

Go sell something. 

ROBINAIR 17800C Multi- Refrigerant Machine

The 17800C Multi-Refrigerant Machine is designed to recover, recycle, recharge, and evacuate many different refrigerants. It is ideal for applications that use a refrigerant other than R134a.

APPLICATION

The 17800C Multi-Refrigerant Machine is designed to recover, recycle, recharge, and evacuate many different refrigerants. It is ideal for applications that use a refrigerant other than R134a.

ORIGIN

Robinair developed this machine specifically for mass transit vehicles and buses to effectively streamline the process of recovering, recycling, and recharging in one continuous operation.

SELLING POINTS

- Saves technicians time by featuring an all-in-one fast and continuous operation through one hook-up.
- Has a large capacity removable external storage tank ideal for service systems with large amounts of refrigerant or handling multiple recoveries.
- Capable of recycling recovered refrigerant before storing refrigerant in an external storage tank.
- Guides the user through the necessary operations and sends specific notifications when it's time to change the filter drier and vacuum pump oil.

STORAGE AND DISPLAY

Features a multilingual display, and an optional printer allows the user to store before and after service information by vehicle and print this information to provide to a customer.

MANUFACTURING SPECS

Made in the U.S.A. with globally sourced components. The machine weighs 280 lbs.

The **Robinair 17800C Multi-Refrigerant Machine** is designed to recover, recycle, recharge, and evacuate many different refrigerants and systems, all in one fast and continuous operation through one hook-up. This unit automatically leads the user through its operations and sends specific notifications when it's time to change the filter drier and vacuum pump oil, plus adjusts from liquid to vapor for fast and efficient recovery. The machine is ideal for mass transit vehicles, buses, refrigerated trailers or containers, and other applications that use refrigerants other than R134a.



**Automatically
adjusts from liquid
to vapor for fast and
efficient recovery.**

FEATURES AND BENEFITS

- Simple to recharge to factory specifications.
- Weighs recovered refrigerant.
- Provides tank overflow protection.
- Monitors cumulative amounts of refrigerant recovered and charged, as well as other machine operation variables.
- Compatible with R12, R22, R404A, R407C, and many other medium-pressure and high-pressure blends.

\$ SUGGESTED RETAIL PRICE
\$8,525.95

i FOR MORE INFORMATION
robinair.com/products/multi-refrigerant-recover-recycle-recharge-machine
Enter #106 at "e-inquiry" on VehicleServicePros.com

LINCOLN

Lift-Action Multi-Fluid Pump, No. 1390

The Lincoln Lift-Action Multi-Fluid Pump is a transfer pump that is made from premium-grade 316 stainless steel alloy. The high-grade steel is designed to be impervious to corrosive or hard fluids that can damage other pumps.



Welded ground-post for safe dispensing of volatile fluids.

The **Lincoln Lift-Action Multi-Fluid Pump, No. 1390**, is DEF compatible supporting a strong, growing market to help customers meet diesel emissions regulations. The pump's PTFE seals are a requirement to transfer DEF. Many competitive lift-action pumps have similar but not exact seals, and their use may damage the DEF's catalyst, rendering the blue fluid useless, according to the company. With this self-priming pump, simply place the pump in a barrel or drum using the attached bung adapter then lift the lever and fluid is dispensed.

APPLICATION

The Lincoln Lift-Action Multi-Fluid Pump is a transfer pump for the automotive, trucking, agriculture, and construction industries where corrosive or harsh fluids are being moved.

ORIGIN

Lincoln developed this pump in response to customers asking for a pump that is impervious to many corrosive or harsh fluids including paint thinners, washer fluids, and hydraulic fluids that can cause other pumps to fail, according to the company.

FEATURES AND BENEFITS

- Diesel exhaust fluid (DEF) compatible.
- Transfers shop fluids including paint thinners, washer fluids, hydraulic fluids, and more.
- **Made from premium-grade alloy 316 stainless steel.**
- Easy fluid control; no splashing.
- Meets CA Proposition 65 and EU REACH standards.

SELLING POINTS

- Includes NPT and buttress threads for steel and plastic drums.
- Simply place the pump in a barrel or drum and lock the bung bushing. Lift the lever and fluid is dispensed.
- Ready to use out of the package.
- No priming is necessary.

MANUFACTURING SPECS

This pump is made from premium-grade alloy 316 stainless steel. It has a 20-oz stroke output and a 2" adjustable bung that fits 15, 16, 30, and 55-gal drums.

STORAGE AND DISPLAY

The product is a single unit in a package design that supports retail display.

\$ SUGGESTED RETAIL PRICE
\$155

i FOR MORE INFORMATION
bit.ly/liftactionpump
Enter #107 at "e-inquiry" on
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SP AIR Adjustable Wheel Cover, No. 7231AWC

The Adjustable Wheel Cover allows technicians to cut off parts without damaging the surface below the part, increasing their cut time with no worries. It also provides accurate and clean cuts 90 degrees to the surface.

APPLICATION

The Adjustable Wheel Cover allows technicians to cut off parts without damaging the surface below the part, increasing their cut time with no worries. It also provides accurate and clean cuts 90 degrees to the surface.

ORIGIN

SP Air developed this tool after noticing the difficulty individuals across all industries were having when trying to keep a cutoff tool at the same depth.

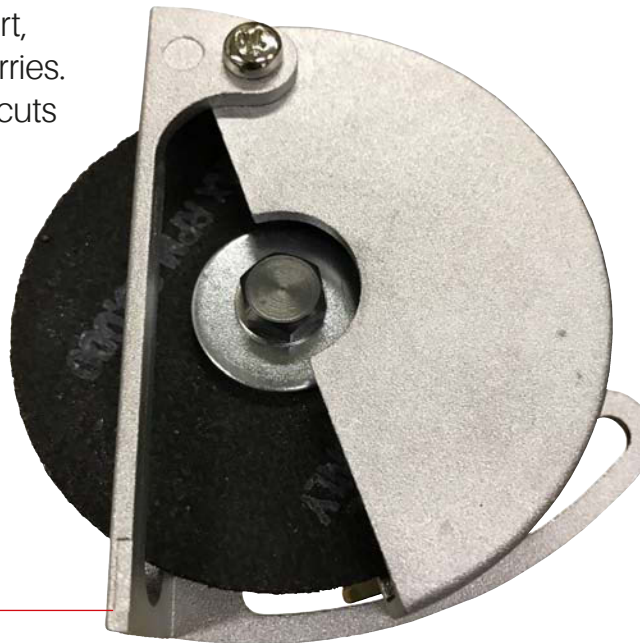
SELLING POINTS

- Allows the user to set the depth measurement of a cutoff wheel.
- **Protects sub-surface objects, such as wiring harnesses.**

FEATURES AND BENEFITS

- Stabilizes cutting action.
- Allows the user to decide how deep to cut by adjusting the wheel cover.
- Has a minimum cut depth of 1/8".
- Provides accurate and clean cuts 90 degrees to the surface.

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, clean cuts 90 degrees to the surface. This product fits SP Air models SP-7231 and SP-7231R.



To watch a video demonstration of this product, visit:
[VehicleServicePros.com/21074947](https://www.vehicleservicepros.com/21074947)

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USA

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sales@spairusa.com
spairusa.com

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THEXTON Professional Deutsch Terminal Release Tool Kit, No. 588

The Professional Deutsch Terminal Release Tool Kit is designed for any repair or maintenance that involves replacing a terminal or faulty wire leading into a terminal in Deutsch circuits.



Designed to be easier than prying connectors apart with a screwdriver.

The **Thexton Professional Deutsch Terminal Release Tool Kit**, No. 588, includes three different tools to fit 14-16, 16-18, and 20-24-gauge wire sizes, plus size 14, 16, and 20 contacts. The Professional Deutsch Terminal Release Tools are made with durable all-metal shafts to slide over the terminal collar from the rear of the connector to depress the locking tabs. The tools work on Deutsch HD10, HD20, and HD30 Series connectors, plus Deutsch Jiffy Splices.

APPLICATION

The Professional Deutsch Terminal Release Tool Kit is designed for any repair or maintenance that involves replacing a terminal or faulty wire leading into a terminal in Deutsch circuits.

ORIGIN

Thexton developed this product to aid in making quick and easier repairs to terminals in the vehicle and the wiring to the terminal.

SELLING POINTS

- Tools quickly disassemble automotive connectors to remove faulty terminals.
- Eliminates connector damage.
- Designed to be easier than prying connectors apart with a screwdriver.

MANUFACTURING SPECS

This product is made in the U.S.A. It weighs .25 lbs.

STORAGE AND DISPLAY

The tool kit is shipped within a vinyl pouch inside a box. For on the truck, the vinyl pouch is designed so that the customers can see the tools through the pouch. The pouch can be either hung or laid on a flat surface.

FEATURES AND BENEFITS

- Kit includes three tools.
- Fits 14-16, 16-18, and 20-24-gauge wire sizes, plus size 14, 16, and 20 contacts.
- Made with durable all-metal shafts to slide over the terminal collar from the rear of the connector to depress the locking tabs.
- Works on Deutsch HD10, HD20, and HD30 Series connectors, plus Deutsch Jiffy Splices.

\$ SUGGESTED RETAIL PRICE
\$59.99

i FOR MORE INFORMATION
thexton.com
800-328-6277
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Find out what
shop owners are
reading about in this
month's pages of
PTEN



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.

Programming for the future

From mobile techs to remote access programming, shops can now choose the programming option that works best for them.

Computers and data signals are now the norm in vehicles, and communication between a vehicle's electronic pathways and mechanical components must be maintained and upgraded from time to time. It's not unlike your phone's apps, which seem to require an upgrade every time you turn around. For vehicles, new situations arise and new procedures are developed that need to be entered into the vehicle's matrix. That, of course, is the reason for updates to vehicle software.

When we talk about "programming" it is usually associated with the replacement of a computer or component in the vehicle. Other times, the update may have to do with a TSB. Some programming is only required if you've made major changes, such as replacing the transmission.

So, how does one enter new updates and information? Is this something a DIYer can do, or is this something that needs to be handled by a professional? First, let's discuss where all of this began.

THE BEGINNING OF THE ELECTRONIC AGE

The first vehicle manufactured in the U.S. with what we might consider a true computerized system would have been the 1979 Cadillac. Looking back, it was a rather crude attempt at the sophisticated systems we have today. Nevertheless, this model did use a TPS and a 'revolution counter' (today, we would refer to it as a crank sensor). Still, the '79 Cadillac lacked an interface point where a technician could gain access to the computer signals. Basically, there was no ALDL port.

Even before the 1979 Cadillac model, import vehicle manufacturers (which tended to have about a 10-year head start in technology compared with domestic models) had introduced the 1974 Type 4 Volkswagen with an electronic injection system. This vehicle had no service port either, and like the Cadillac, most diagnostic work was based on reading the three basic electrical principle players

– amps, volts, and ohms – at various test points or connections.

THE CHIP AND THE CAR

By the early 1980s, the first aluminum boxes were prevalent in nearly every vehicle. The ECM age was upon us. These early systems were more of a 'look and tell' monitoring system. The check engine light was introduced, as well as service ports for the technician. Back then the ECM could be disconnected and tossed in the trunk and forgotten about because it only watched for trouble and did not evaluate or correct faults. It still left the vehicle with a moderately responsive engine and transmission system. But that was about to change.

At one time, the microchip was the mainstay of vehicle electronics. Again, this chip in comparison to today's systems was rather simple in its operation. The basic rhythmic patterns of the four-stroke engine could be mapped out on a chip, which allowed timing and fuel to be compensated at various engine loads and speed requirements. These chips became the basis for the first 'updates' regarding engine performance.

As time went on, the need for a more in-depth system of checks and balances for the emissions – as well as security – was on the horizon. Things for the technician were about to change again.

A NEW ERA OF PROGRAMMING

By the time the industry broke away from a physical chip in the vehicle, technicians were well on their way to relocating their wrenches one drawer lower to make room for the scanner. These sophisticated machines became the linchpin of programming, reflashing, downloading, and upgrading the software on a vehicle's computer.

At first the upgrades were on discs, and you merely transferred the data from the disc to your scanner and then entered it into the vehicle. Over time, this changed to pulling the ↻

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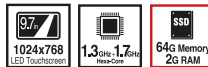
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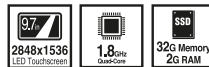
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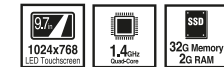
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AUTEL

needed information from manufacturers' websites.

DIAGNOSTIC OPTIONS

Today, reprogramming choices are once again on the rise. We've moved from programming a single chip and snail mailing the replacement chip to the repair shop, to instantly receiving manufacturer data on the internet. The method has changed, as have basic requirements for shops to do this type of procedure. Now technicians must upgrade scanners, as well as a vehicle's internal information. It's not uncommon to arrive at the shop in the morning and turn on the scanner only to find it needs an hour of solid downtime to load the latest software.

Technology changes so often that it might be a good idea for some shops to investigate alternatives for their programming needs. Partnering with a mobile technician who specializes in keeping his or her scanners up-to-date, or using a remote access programming service, could be a cost-effective solution for some.

Outsourcing programming might make sense for some shops, based on their physical location and/or lack of the needed equipment. These days mobile programming technology is a great option. These technicians keep up with the various changes from manufacturers and keep their scanners current. The one-time cost of hiring a mobile technician might be the answer for those shops that don't get into programming and reflashing very often.

Another option is remote access programming. The RAP by Drew Technologies is one product that comes to mind. With RAP, the car does not have to leave the service bay while the remote technician (who could be in another state) does the reflash for you. All you have to do is turn the key on or off as dictated by the procedures.

Finally, some shop owners might find their best option is to take this

work to the dealer. Dealerships generally have the ability to reflash all of their production vehicles ... and at a fairly competitive price. Keep in mind, in some cases a tow charge will apply if the vehicle can't be started until the programming is completed.

SHOP UPDATES AND REMINDERS

Updates are not just for the car or the technician; the shop needs updates, too. For example, a battery maintainer is another important piece of equipment, as it is required to hold the battery at the optimum level. The battery maintainer is not a battery charger, but a very precise level of controlled battery input to reduce any ripple effect that could cause a spike or sudden drop in the battery level.

Next, make sure computers have the recent updates installed and are in good condition. Know that a solid internet connection is a must. A lot of programming instructions state that any loss of power or internet signal could wipe out the PCM once and for all, with no retrievable outcome in the end. This also means it's best to keep prying hands away from the equipment while the procedure is being performed.

You should also keep your training methods up-to-date. Knowing what you're doing, and that you're doing it proficiently, is of paramount importance. Read, watch videos, attend classes, and observe other technicians performing the task; all will help make your experience in programming a success.

WHAT DO THE EXPERTS SAY?

I asked Drew Technologies Product Manager, Glen Eaton, and the VP of Autologic Diagnostics, Kevin FitzPatrick, a few questions regarding the future of programming, and where we as technicians and shop owners can expect changes and new developments in the technology. Here's what they had to say.

Programming Affordability

Cost is a factor in every situation. It helps to have some sense of what a shop can expect to spend on equipment and programming. Autologic's Kevin FitzPatrick says, "Equipment and capability costs rise as the repair facility becomes increasingly service-ready to properly diagnose, repair, and program multiple vehicle makes.

For most shops, it isn't feasible to own and maintain every factory scan tool, as the upfront and recurring costs can become overwhelming and payback diminishes."

The Autologic Drive solution offers a high degree of capabilities across multiple vehicle makes - domestic, Asian, and European brands. FitzPatrick says it is reasonable to expect to invest at least \$10,000 upfront on equipment and services.

"The shop needs to remember that this investment is a profit center for them to increase car count and ROI dollars," he says. "Even if a programming event costs the shop \$125, the shop should be marking up the programming as it would a replacement part on a vehicle, thus increasing profitability."

Remote Access Programming

With the relation to cost and availability, I've heard some great things about remote accessing, but I've also heard of limited coverage. The question is, is there a shortage of coverage, or is the coverage for remote accessing continually growing and expanding?

Drew Technologies' Glen Eaton explained it this way: "Coverage is mainly determined by legislative mandates put on the OEs to provide capabilities to the aftermarket, and then whether the OE decides to provide more than the mandate. For the more recent Right to Repair Act, the effective model year for providing dealership level diagnostics, programming, and service information is 2018, yet some OEs have released information going back

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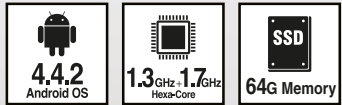


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to the mid-1990s.”

Specific to remote coverage, Eaton says there are other issues that must still be overcome, such as OE application conflicts, as well as ensuring that the delivery method in which the OE provides the data is stable in a remote assist program environment.

“For locksmith and some security processes, there are limitations for remote programming due to the current requirements of the SDRM process, but we expect this to be overcome in the near future through changes to that process,” Eaton says.

Both Eaton and FitzPatrick agree there is no turning back from the days when

you could go into a parts store and have an ECM checked or even programmed like we did in the 1980s and 1990s.

“The industry is moving forward as it embraces technology, and remote access and programming is the future,” FitzPatrick says.

Programming and reflashing today’s vehicles is a growing business. How involved you choose to be depends on your shop and the needs of your customers. My advice: Don’t skimp on it. Learn it, know it, and make it a part of your shop. **PD**

To read an extended version of this article, visit www.vehicle-service-pros.com/21088720

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The **CTA Manufacturing Corp. Hose Clamp Pliers**, No. 1048, feature a 30mm circle head with multidirectional diamond pattern for secure grip and a wide application range, including radiator hoses, transmission cooler lines, air intake clamps, and more. It is spring loaded for easy handling with the ability to open to 55mm in width. Also features a 30-degree bend for easier access, cushion grips, and an extra-long design (13.5") for reaching components deeper in the engine bay.

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CAN BE USED WITH ANY WRENCH, BREAKER BAR, OR HAND DRIVER

The **Martin 1/2" Drive Electronic Torque and Angle Meter**, No. PTM-12, is designed to offer a torque reading with an accuracy level of +/- 1 percent. The unit features torque ranges from 120 to 300 in-lbs, 10 to 2550 ft-lbs, and 13.5 to 340 Nm. The angle preset adjusts from 5 to 360 degrees and has an angle memory during ratcheting. The lithium-ion polymer rechargeable battery can last for up to 200 hours of continuous operation and offers an auto power off after two minutes. The meter can be used with any wrench, breaker bar, or hand driver, and is easy to operate. It is also compliant with both ISO and ASME B107-28 (type 1) standards.

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PROVIDES ACCURATE CYCLES IN A CLOCKWISE DIRECTIONAL USE

The **KT Pro Preset Click Type Torque Wrench Series** is designed to provide thousands of accurate cycles in a clockwise directional use, says the company. The torque wrenches are made from high quality alloy steel that accords to International DIN and ASME standards. They also have a 32 teeth quick release ratchet mechanism and a distinctive click sound will occur when torque value is achieved. Four preset options are available.

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CONVENIENT SET CASES IN INCH, METRIC, AND TORX TIP COMBINATIONS

The **Bondhus HexPro**

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Sets cover a wide variety of inch, metric, and Torx tip combinations. The set combinations are built for industrial professionals and have a matte chrome finish to prevent corrosion. They have long handles to provide extra reach, while the pivoting head can be used at any angle, allowing access to fastener heads in hard-to-reach locations. Individual tools are available in inch (1/8"-3/8"), metric (3mm-10mm), and Torx (T15-T55) tip sizes. The sets come in a plastic holder and have a lifetime warranty.



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HAND SHARPENED AND SPRING-LOADED PLIERS

The **SK 6-pc Precision Pliers Set** includes six hand sharpened and spring-loaded pliers in six different configurations. The set is ideal for applications where precision is needed, including electronics, carpentry, mechanical applications, plumbing applications, and more. The pliers are constructed of drop forged steel and feature a molded, anti-slip grip handle that is easy to use and clean up. The set comes in a zipper case, is made in the U.S.A., and features a lifetime warranty.

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DESIGNED FOR USE IN PRECISION ELECTRONICS APPLICATIONS

The **Klein Tools 4-in-1 Electronics Pocket Screwdriver**, No. 32614, is a multi-bit pocket screwdriver. The tool is designed for use in precision electronics applications with four different tips in one tool: #0 and #00 Phillips, and 1/8" and 3/32" slotted. The screwdriver features concealable tips and a pocket clip for convenient everyday carrying between jobs. Other features include a rotating cap for precise control, interchangeable barrel with a short and a long side for greater versatility, and a cushion grip handle to provide comfort when working on small equipment. Steel bits with heat treated precision ground tips for greater tool strength, and corrosion resistant anodized aluminum plated barrel ensures durability.

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PUSH-BUTTON ADJUSTMENT

The **KNIPEX Tools Swedish Pipe Wrench** offers a push-button fast-adjust feature that makes finding the precise adjustment position quick and easy, directly on the workpiece. The push-button adjustment stays locked in position for repetitive work. The S-type head style provides three-points of contact that securely grip and hold round, square, hex, and flat workpieces without slipping. The vertical adjustment design is ideal for tight confined areas, as the handles do not open out horizontally. The pipe wrench is forged from chrome vanadium electric steel.

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REMOVES MOST OIL AND GREASE SEALS

The **Lisle Low Profile Adjustable Seal Puller**, No. 55210, has two hook sizes to remove most oil and grease seals. Where clearance is a problem, remove the pin to reposition the head, which can adjust to five different angles. The adjustable head works great on front wheel drive transaxles. Also works on front crankshaft seals without removing the radiator. Dimensions are 5" W x 19" L x 1" D.

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FITS ANY STANDARD SIZE DRILL

The **Arconic Huck Rivet Shaver** fits any standard size drill and burnishes 5/32", 3/16", and 1/4" shavable rivet heads to leave a clean, solid appearance that closely matches solid or brazier head rivets. Shavable head rivets can be installed in a blind hole where the blind side or back side does not allow access.

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ALLOWS ACCESS IN HARD-TO-REACH SPACES

The **Monster Mobile 12-pc Extra Long Double Box Flexible and Reversible Ratchet Wrench with Bits**, No. MST73501, features a 72-tooth ratcheting wrench with flex heads, reverse, and stop ring. The stop ring ensures the box end doesn't slip off the nut or bolt head, and the extra-long handle design provides leverage for removing fasteners. Bit sizes include: 14mm x S8, vS10, H12, H14, T40, and TT45; 17mm x M16, H17, M18, H19, and TT70. The ratchet wrench has a lifetime warranty.

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DESIGNED TO HANDLE MOST BOLTS AND SCREWS

The **K Tool International (KTI) Double Eagle Head Wrench**, No. KTI45105, is designed for universality, taking on most bolts and screws with just one tool. The eagle style mouth can fit 14-32mm or 9/16" to 1-1/4" and works on 70 percent of rounded bolts, says the company. The wrench can handle 19 different size screws, five kinds of bolts, and most rounded bolts. It has a two-year warranty.

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**BY DAVID BRIERLEY,
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The ninja tool dealer

Tool distributor John Loobey's love of martial arts led him to compete on American Ninja Warrior.

John Loobey of Bristol, Tennessee, got started selling Mac Tools "probably 20 years ago." In 2016, after 17 years running his successful business, Loobey decided it was time to retire ... at least partially. Now, as an independent, he still drives his route once per week, keeping up with loyal customers at independent shops and dealerships alike.

Loobey's claim to fame isn't just selling tools, however. He has competed in multiple seasons of the television series American Ninja Warrior, at the time setting the record for the oldest participant to successfully complete the second obstacle.

Before the show had an American version, Loobey and his children regularly watched the original Japanese version. Loobey's children became interested in martial arts and decided they wanted to begin taking classes.

"We found a martial arts school and started going," Loobey says. "I went with them because I kind of liked it, too. I got in shape by taking my kids to [classes] and participating with them, and we got pretty interested in that all through their high school years."

When Loobey saw the American version of Ninja Warrior, he began to wonder if he could qualify. So, he trained, recorded and submitted an audition video, and was chosen to compete on the show.

It may not seem obvious, but there are parallels between selling tools and competing in a ninja obstacle course. For one, there are the obstacles themselves.

"Being a tool distributor, you get a little more of the ups and downs of life," Loobey says. "The good people that pay their bill, and some that pay somebody else's bill out of charity. And you see the ones that, looking back you [think], 'That guy never intended to pay me.'"

"You can see in different ways that the obstacles that you're trying to defeat, you created. If you've got too much money on the street and too many people aren't paying right, a lot of times you can come back and say, 'It's because I'm too easygoing. It's because I don't have enough of those frank conversations with people about how [they are] going to pay me



Top: John Loobey of Bristol, Tennessee, started selling Mac Tools about 20 years ago. **Above:** Loobey has competed in multiple seasons of the television series American Ninja Warrior.

for this.' A lot of our problems have our fingerprints on them."

Loobey also notes the sense of community is strong in both the tool distribution world and the American Ninja Warrior world.

"If the community is good, life is good. We all play a role in that community, and if we're doing our part, playing our role, there are going to be some bad [days] and ... more good [days]."

While Loobey says his goal is to fully retire from the industry, he admits the people and the community aspect is something he will miss. Instances such as a shop owner who paid off the account of a talented, young technician prove that the automotive industry can be a positive one in which to build a career.

"There have been a number of circumstances like that, that were just heartwarming," he says. "Good people doing good things." **PD**

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