

# Professional Distributor

The Mobile Distribution Network Connection

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OCTOBER 2019

VOL. 27 NO. 9

## RELIABLE SALES

Loyal customers, successful promotions, and a pioneering spirit have helped Alabama-based independent distributor Steve Johnston succeed for the last two decades.

**Page 6**

### Show Me Your Truck:

A custom shelving unit and innovative display technique maximize inventory space on a 2001 Freightliner MT55. **Page 24**

**Most Wanted:** Most requested tools and equipment from PD's sister publication, *PTEN*. See products from Tracerline, Lisle, Malco, and more. **Page 26**



AWARD WINNERS

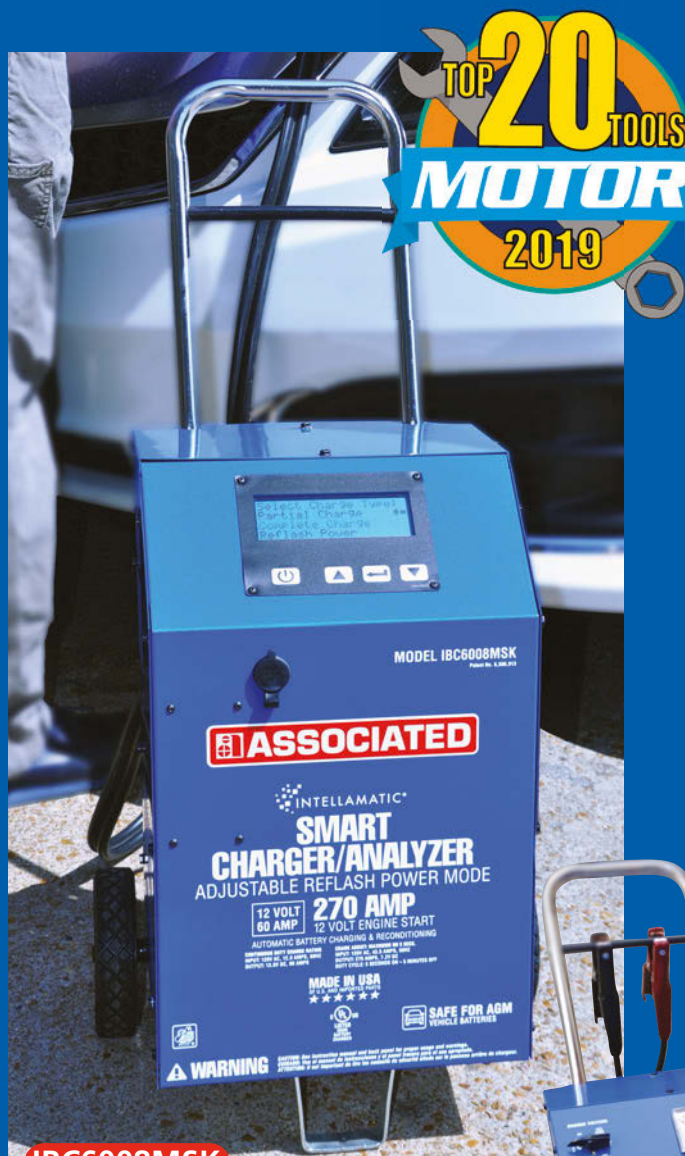
Page 12

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## COVER STORY

### 6 Reliable Sales

Loyal customers, successful promotions, and a pioneering spirit have helped Alabama-based independent Steve Johnston succeed for the last two decades.

## EXCLUSIVE

### 12 2019 PTEN People's Choice Award Winners

See which products caught readers' eyes for this year's People's Choice Awards.

## FEATURES

### 24 Show Me Your Truck

This husband and wife team each have their own truck and route to keep up with their customer base.

### 38 Product Training

Mobility, protection, and comfort are just a few of the features technicians look for in apparel.

### 44 In Focus Products

- Ingersoll Rand W5133 IQV20 Series 3/8" Compact Impact Wrench
- Legacy Manufacturing Flexzilla Pro 5-pc 3/8" NPT Heavy Duty Safety Coupler and Plug Kit
- KNIPEX Precision Electronics Super Knips XL
- PREVOST Flexair Hybrid Compressed Air Hose

### 52 Driving Sales

Power Tools & Air Tools

## OCTOBER 2019 CONTENTS



25



47



53

## DEPARTMENTS

### 4 Editor's Note

Everyone loves a sale

### 26 Most Wanted

The top requested products from technicians and shop owners, based on inquiries from PTEN magazine.

### 28 Sneak Peek

Details on brand new products from CTA, Alert Stamping, Power Port Products, Lisle, and more.

### 42 Go Sell Something

Learn why it's a bad idea to prequalify customers before you even begin.

### 48 Diagnostic Discourse

Don't discount the importance of software subscriptions and updates in your programming process.

### 58 Tales from the Road

Out with the parts and in with the tools

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**BY SARA SCULLIN  
EDITOR**

920-568-8394

Sara@VehicleServicePros.com

## Everyone loves a sale

Whatever your special promotion or sales opportunity, set the stage to make it an event to remember ... and repeat.

I've been on a few routes now where the tool dealer was running, or prepping for, a big sales event. In these cases, it's always fun to watch the tool dealer build momentum with customers, prep their inventory and their space, and finally, reap the rewards of an event that shakes up the typical routine.

A few weeks back, I was on the truck with independent tool dealer Steve Johnston in Boaz, Alabama. He was spreading the word and setting up shop for his GEAR-WRENCH sale with the Street Team, an event which Johnston says he's had "very good success with."

Here are some of the ways Johnston makes the most of this opportunity (because it is an opportunity – for him and for his customers).

### HYPE IT UP

The big day was still a few weeks out, but Johnston made it a point to constantly remind his customers the event was approaching. He was casual but positive about it, and his high energy in talking about the sale was contagious. He wasn't just making small talk – he was planting the seed in his customers' heads to 'get ready.' It started them thinking about their wishlists and how to maximize their dollars.

Speaking of dollars, another aspect to Johnston's approach was that he would help customers 'prep their wallets,' so to speak. He offered gentle reminders to get their balances down so they would have room to buy when they could get the best bang for their buck.

Sometimes, after planting the seed of good upcoming sales, you don't have to worry much about reminders ... your customers might start to follow up with you.

"I started talking up [the sale] a little too early this time," Johnston laughs. "And a lot of people have paid off their balances and are chomping at the bit."

For maximum exposure, consider doing what Johnston does and get people talking by posting reminders, updates, and even videos about the sale on your social media page.

### PREP YOUR INVENTORY

The customers are ready to buy; now it's time to check your inventory. Johnston briefs his customers and gets an idea of what they're looking to purchase. He also pre-orders certain items.

"You have that GEAR-WRENCH truck right behind you," he says of the sale. "[If a customer sees] something they want, [it's no good to say] 'I'll bring it to you in a week or two.' That's not going to work; you might not sell it. You've got to hit that iron while it's hot."

### MAKE IT COUNT

Finally, when running a special sales event, put a smile on your face and make it a great day. One well-planned event can have a number of benefits besides extra profit; it can help encourage customers to pay off their balance, push inventory (for example, having a 'toolbox day'), and of course, help customers buy great products at a discount. **PD**

### Read more about successful sales strategy

For more on Johnston's business, check out this month's cover story, "Reliable Sales," starting on page 7.

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**VICE PRESIDENT/GROUP PUBLISHER – TRANSPORTATION**

Larry M. Greenberger  
LMG@VehicleServicePros.com

**PUBLISHER** Kylie Hirko  
630-253-4034 Kylie@VehicleServicePros.com

**EDITOR** Sara Scullin  
920-568-8394 Sara@VehicleServicePros.com

**MANAGING EDITOR** David Brierley  
920-563-1622 David@VehicleServicePros.com

**ASSISTANT EDITOR** Tyler Fussner  
920-234-6232 Tyler@VehicleServicePros.com

**ASSISTANT EDITOR** Emily Markham  
920-234-6359 Emily@VehicleServicePros.com

**ASSISTANT EDITOR** Kayla Oschmann  
920-563-1764 Kayla@VehicleServicePros.com

**MULTIMEDIA ACCOUNT EXECUTIVE** Cortni Jones  
920-568-8391 CJones@EndeavorB2B.com

**MULTIMEDIA ACCOUNT EXECUTIVE** Diane Braden  
920-568-8364 DBraden@EndeavorB2B.com

**MULTIMEDIA ACCOUNT EXECUTIVE** Mattie Gorman  
920-563-1636 MGorman@EndeavorB2B.com

**INSIDE SALES** Kimberly Brown  
815-242-7319 KBrown@EndeavorB2B.com

**PRODUCTION MANAGER** Connie Wolf  
920-563-1679 CWolf@EndeavorB2B.com

**ART DIRECTOR** Eric Van Egeren

**LIST RENTAL REP** Michael Costantino  
402-836-6266 Michael.Costantino@infogroup.com

**LIST RENTAL REP** Kevin Collopy  
402-836-6265 Kevin.Collopy@infogroup.com

**AUDIENCE DEVELOPMENT MANAGER** Debbie Dumke

**ENDEAVOR BUSINESS MEDIA**

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**CRO** – Scott Bieda  
**COO** – Patrick Rains  
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bpetillo@wrightsmedia.com



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*Loyal customers, successful promotions, and a pioneering spirit have helped Alabama-based independent tool dealer Steve Johnston succeed for the last two decades.*



To see more photos of  
Johnston's tool truck, visit:  
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# Reliable SALES

Loyal customers, successful promotions, and a pioneering spirit have helped Alabama-based independent tool dealer Steve Johnston succeed for the last two decades.

by Sara Scullin, Editor

It's August in Alabama. The stretch of road we are on in rural Boaz is covered end-to-end in automotive repair businesses. The shops are so densely packed together that Steve Johnston, in his 24' International sticks to one side of the road the entire day. He'll come back and start on the opposite side tomorrow.

In his 20-year career, this independent tool dealer and owner of SJ Enterprises has kick-started, re-started, and fine-tuned his business to make it fit his life and his customers' needs. He moved the route outside of Birmingham and, more recently, scaled the business down from three trucks to one. Now, he enjoys finding ways to assist all types of customers and maximize sales with special buying opportunities.

## FINDING THE HOT SPOTS

Our first stop on this Thursday morning is a small towing company where Johnston replaces a GEARWRENCH ratchet for a customer. After that, we head to the first of two Chevrolet dealerships in the area. No shop/customer is too big – or too small for this mobile tool dealer's time and attention.

The 1996 International gets Johnston from point A to point B, and he is in no hurry to replace it.

"Overall, this old truck has been very reliable," Johnston says.

The 466 model is a step up from the 444 in chassis size, which suits Johnston just fine. The truck is sized just right for his inventory and is easy to maintain.

"Step vans are just horrible. It took me a while to learn that," he jokes.

The '96 model year has only a few sensors and no DEF, qualities which make it simpler and less expensive for the former technician to maintain.

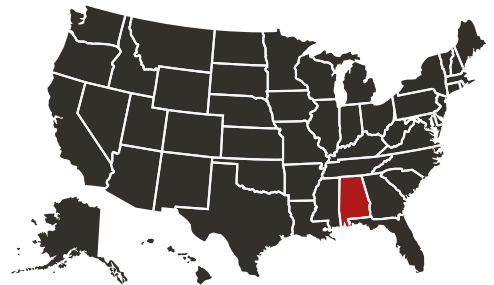
A few small issues aside, the truck has done well for Johnston over the years. Even the time it broke down on a sales ride-along, Johnston says he and the GEARWRENCH team moved everything into the GEARWRENCH sprinter van and managed to sell \$25,000 in four days.

"I credit the customers out here," Johnston says regarding his sales success. "It's nothing else."

About three years ago when Johnston relocated the route about 65 miles outside of Birmingham, he experienced a welcome change of pace. ➡

## Where in the world is this professional distributor?

The Tennessee River runs both north and south within Marshall County, located in the northeastern part of the state of Alabama. The region has a strong industrial base and is home to more than 150 companies, including Tyson chicken farms and processing facilities. "We've got chicken for days," says independent tool dealer Steve Johnston.



**Steve Johnston**  
Marshall County, Ala.  
Population: 82,000



## Johnston's TOP 5 TOOLS

- 1 Milwaukee product line
- 2 GEARWRENCH product line
- 3 Grey Pneumatic impact sockets
- 4 Streamlight headlamps
- 5 Redback Boots "I wear them myself in wintertime."

# DISTRIBUTOR PROFILE

Collections are easier and the rural towns offer familiarity.

The service department manager at Bankston Motor Sales recalled Steve from when the tool dealer (then a 22-year-old college student) worked at the shop 35 years ago. The two reconnected when Steve moved to the area.

Tuesdays and Wednesdays are travel days, where Johnston drives about 45 miles to greet customers at stops that were once part of his old, multi-truck route.

On Thursdays, Johnston gets an early start and stays on the road until about 5:30 PM or so. His customers are automotive and heavy duty repair technicians, but he's found some nontraditional stops such as a lumberyard that "never had a tool guy before." Despite never having a tool dealer, the enormous facility does, in fact, have many "guys using tools."

"I went out there one day and made \$1,000 ... and they all paid in cash," Johnston says. "I've been going back since and they've been great customers."

## QUICK ROUTE FACTS

- **Miles per week:** 250-300
- **Total customers on the books:** 600
- **Stops per day:** 40
- **Sales per week:** \$7,000
- **Collections per week:** "That varies; I focus on keeping a good turn with more than average weekly collections," Johnston says.
- **Money on the street:** \$50,000
- **Route type:** rural, small towns



*Johnston's 1996 International gets him from point A to point B, and he is in no hurry to replace it. "Overall, this old truck has been very reliable," he says. The 466 model is a step up from the 444 in chassis size. The truck is sized just right for Johnston's inventory and is easy for him to maintain.*

Shortly before lunch, we pull up to Dixon Tire, a newer stop on the route. An alignment technician got word of Johnston's business from technicians at another shop on the strip and requested the tool dealer stop by.

"Tire stores like that typically buy just two things: floor jacks and impact guns," Johnston says. "But an alignment guy – he's buying specialty tools [as well]." Selling these tools has contributed to Johnston's bottom line at these businesses.

## GEARING UP FOR THE BIG SALE

Over the course of the day, Johnston hypes up a GEARWRENCH sale that is a few weeks out.

"I take advantage of the GEARWRENCH Street Team ride-along program, and I've had very good success with it," he says.

He has figured out a pre-sale system that works for him – He prepares his customers and preorders the buy-one get-one-free goods. He also reminds customers to get their balances down so they have room to buy when they can get the best bang for their buck.

"I started talking up [the sale] a little too early this time," Johnston laughs,

"and a lot of people have paid off their balances and are chomping at the bit."

As we move from Boaz to Albertville in Marshall County, Johnston is active non-stop. Sometimes customers come onto the truck and sometimes he goes into the shop; it's a good, fast-paced mix of activity. Johnston is transparent and good-natured in dealing with customers.

"I try to go in there and make my pitch, or see if they need anything, say 'hello,' [and] be on my way," he says.

One customer on speakerphone with Johnston testifies: "I won't buy from [anyone] else." Another customer tells me Johnston is "the best organized" of all the tool dealers that come by.

In addition to person-to-person sales, Johnston keeps up a business Facebook page to extend his customer reach and visibility. He often makes regular posts on the page to help build momentum for upcoming sales.

Soon, we head to a place the locals refer to as "Bondo Alley" – an area off the main road, saturated with body shops and detailers for about a mile and a half.

"When I came out here, I literally took a pad of paper, drove down this road, and stopped in at every single place," Johnston recalls. "I was ➡"



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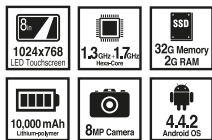
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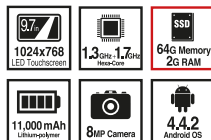
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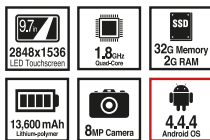
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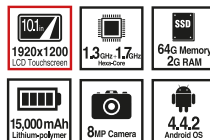
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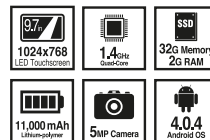
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# DISTRIBUTOR PROFILE

Johnston has plenty of experience organizing his inventory and knows what works for him. "The way I set it up on the ceiling has been the same on every truck for the most part. I think it helps [customers] know where things are. There's some value to that."



Johnston sells a lot of hand and specialty tools on his route. He keeps ratchets, screwdrivers, sockets, and wrenches within easy reach of truck traffic.



surveying the route; it was 45 shops, I think. Just on this side of the highway.”

Johnston does well on a day-to-day basis, and makes a point to drum up additional excitement when it comes to the occasional promotions. A couple months ago Johnston did another ride-along promo with ISN. He preordered his tools and equipment to sell during the sale and managed to sell about \$20,000 in one week. He earned recognition at ISN’s show for “highest sale on a ride-along,” and did so not once, but twice in a few months.

## CHALLENGE, CHANGE, AND OPPORTUNITY

Johnston makes his route look like smooth sailing, but in talking with him one quickly learns he’s no stranger to tough decisions and taking initiative at pivotal times.

Johnston carefully established a solid business reputation over the years by building relationships and picking up sales momentum along the way. In those early days, Johnston says his wife was the one who helped moved him into a multi-route.

“She was first when I went from one truck to two trucks, 17 years ago,” he says. “Next thing you know, she’s in a truck ... she’s [doing] great at it ... and I just handled all the bills. She knew about customer service; she averaged \$8,000 a week, and did better than me.”

The independent business owner successfully ran his muti-route and all the minute details that come with it for years afterwards before deciding it was time to switch gears again.

“When I went down from three trucks to one, it happened very quickly,” he recalls. “One of my guys [who was on the truck I normally run] put his notice in. A week or two later, a second guy put his notice in. I thought about it for a second, [considered] hiring someone and getting it going again, but ... I was commuting from Birmingham five days



a week, my wife wanted me to get out, and I begrudgingly did. [Now] I’m happier and she was right. Wives are always right ... you know; very frustrating.”

The relationships Johnston has developed with his customers over the years are extremely important to him.

There are a number of dealers serving this region of Alabama, dealers representing all the flags and other independents, too, but Johnston enjoys a loyal following.

“I have a lot of competition, but I have to look at it like *I’m* the competition – [other tool dealers] have to compete with me,” Johnston says, adding that his pricing helps a great deal.

In the early days when he turned in his flag gear to go independent, Johnston worried about whether he’d be able to retain his customers. When he discovered these customers were, in fact, loyal to *him*, it alleviated a lot of his fear.

## ABOVE ALL ELSE, BE YOURSELF

When he’s not selling tools Johnston has just started playing golf, enjoys practicing at the shooting range, and builds and races old Datsuns – a hobby he’s had since his brother died in a motorcycle accident at 21.

“I was about 18, and I was in the Air Force at the time,” he says. “[My brother] had a Datsun when he died, and I inherited it. It just kind of became


*“I credit the customers out here,” Johnston says of his sales success. Three years ago the owner of SJ Enterprises moved his route from Birmingham to 65 miles outside of the city. Pictured: Johnston and technicians at Bankston RV Sales, a stop Johnston has ties to from his early days as a technician.*

a hobby messing with it, racing it, and building it. It’s really one of the things that led me to become a mechanic. I have been racing and building and doing that stuff ever since.”

Johnston will head to Japan at the end of the year to tour the Nissan facilities and test Nissan and Datsun cars on various Japanese racetracks.

He has enjoyed a long and profitable career in sales. The challenge of being independent, he says, is there’s “not always that support mechanism of district managers and people dedicated to supporting you. You’re on your own.”

For example, in the early days when he switched from a flag, learning new software “on the fly” took some time on top of meeting new customers and finding new stops. But, he says, he does get support from his sales teams.

The thing Johnston loves most about driving his truck and selling tools is the autonomy of choosing his customers and his stops, and the scale of his business. He goes along at his own pace, and his loyal customer base and collection of friends proves this style has been a successful one through the years. 

# PTEN PEOPLE'S 2019 CHOICE

**F**or the fifth year in a row, we have asked our readers to weigh in on the *PTEN* Innovation Awards. Named the 2019 *PTEN* People's Choice, the following pages feature the top 31 products selected by our readers, per product category, that were originally nominated for the 2019 *PTEN* Innovation Awards.

## SP Air

### Reversible Flex Head Cut-Off Tool

The **SP Air Reversible Flex Head Cut-Off Tool**, No. SP-7231R, offers a three-position flexible head designed to provide greater access in tight work places. The tool features a cushion grip handle, rear exhaust, safety throttle lever, built-in power regulator, graduated trigger, direct drive motor, and metal guard. The tool cuts muffler clamps and hangers, sheet metal, radiator hose clamps, bumper bolts, and steel rods up to 3/4".



**CATEGORY: Air Tools**  
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## ToolBox Widget

### Vertical 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, stands 1-3/4" tall, and each magnet has a 5-lb pull.

**CATEGORY: Tool Organizers**

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## 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. This spray is ideal for both old and new vehicles and equipment.

**CATEGORY: Chemicals**

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## Snap-on Tools

### TPMS4 Diagnostic Tool

The **Snap-on TPMS4 Diagnostic Tool** is designed to test and diagnose tire pressure monitoring sensors to determine whether replacement is needed. This tool offers the software to program aftermarket sensors and displays psi, temperature, and battery status on its full-color VGA screen. The tool provides vehicle-specific reset procedures following tire rotations and sensor replacements, and improved functionality for a more streamlined user interface and menu structure. The TPMS4 is designed to complement existing Snap-on diagnostic platforms such as Zeus, Verus, Verdict, Modis, and Solus.

**CATEGORY: Tire, Wheel Service**

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VehicleServicePros.com







### Bosch

#### HDS 250 Heavy Duty Scan Tool Kit

The **Bosch HDS 250 Heavy Duty Scan Tool Kit** is designed to read, diagnose, and clear heavy duty standard trouble codes for Class 4 through 8 vehicles. This tool works on 12V and 24V systems to cover most medium duty and heavy duty vehicles. The kit includes 16-pin J1962, 9-pin Deutsch and 6-pin Deutsch cables, and features Class 4 through 8 truck coverage featuring "Automatic

Protocol Search." The HDS 250 meets SAE standards for HD J1587/J1708 CAN and includes engine, transmission, and ABS coverage. The tool also features a rugged enclosure for durability and a color display that shows code descriptions and definitions, graphs live data MIDS/PIDS, and can record and playback data streams. The tool can be updated via the internet for new and expanded vehicle coverage.

**CATEGORY: Heavy Duty Scan Tools**

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### Lumax

#### Extra Long Heavy Duty Quick Release Coupler

The **Lumax Extra Long Heavy Duty Quick Release Coupler**, No. LX-1403-XL, firmly latches onto the grease fitting to enable hands-free greasing. The heavy duty coupler locks on to create a leak-proof seal, has a working pressure of 15,000 psi, and a burst pressure of 22,000 psi. The hardened four-jaws are designed to withstand high pressures without deformation. The coupler has an integrated non-return valve to allow the unit to be disconnected at high pressures with no splashes. The compact design allows it to reach recessed and hard-to-reach fittings. The coupler has an integrated 1/8" NPT connection which fits all SAE and metric grease fittings. It is suitable for use on hand, battery-powered, or air operated grease guns and bulk grease pumps. The thumb lever design allows coupling and uncoupling with no need to twist or yank stuck on couplers.

**CATEGORY: Oil and Lube**

Enter #25 at "e-inquiry" on VehicleServicePros.com

### John Bean

#### V2280 Imaging Wheel Alignment System

#### The John Bean V2280 Imaging Wheel

**Alignment System** features high resolution cameras for accurate alignment readings and fault diagnosis, the company says. Other features include: target tracking cameras, video speed cameras, new user interface, XD targets, EZ-TOE, and guided adjustments.

**CATEGORY: Alignment Equipment**

Enter #23 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 (No. DF-SPR67) and Push Pull Riveter (No. 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**

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### 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 technicians 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: Air Conditioning Service**

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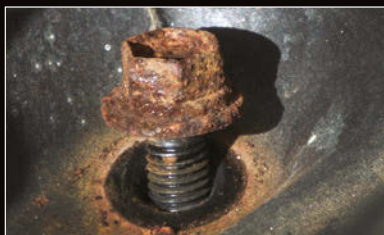
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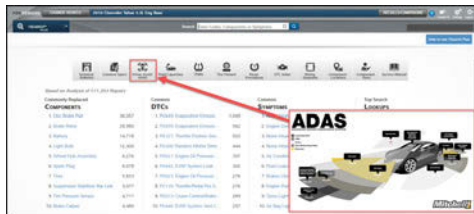
### Lumax

#### 2-in-1 Fluid Extractor

The **Lumax 2-in-1 Fluid Extractor**, No. LX1314, is a transfer pump to move fluids through dipstick tubes and filler ports. It is both a manual and pneumatic fluid extractor. A vacuum is created quickly by manual pump operation, offering mobility without the need for electricity or compressed air. Suitable for brake fluid, engine oil, gear oil, transmission fluid, and water, this product is ideal for a variety of applications. The LX1314 includes a fluid extractor, 60" PVC steel braided suction hose, four dipstick tubes, and tube adapters. The oil and chemical resistant polypropylene construction make it durable. Lumax fluid extractors have automatic overflow prevention, a quick drain pour spout, and decompression/exhaust valve for releasing negative pressure.

**CATEGORY: Engine Service & Repair**

**Enter #28 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. 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 technicians 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**

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### 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 #29 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**

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### Snap-on Tools

#### 275 lm Magnetic Mountable Headlamp

The **Snap-on 275 lm Magnetic Mountable Headlamp**, No. ECHDB022, is a variable brightness headlamp that offers handsfree lighting. This light can be mounted on almost any metal surface with the built-in magnet, the company says. The light features a two-hour run-time at maximum brightness and an IP65 rating for exposure to water and dust.

**CATEGORY: Lighting**

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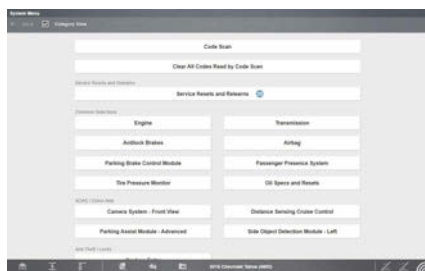
### Tracer Products

#### TPOPUV19 UV Leak Detection Kit

The **Tracer Products TPOPUV19 UV Leak Detection Kit** is suitable for R-1234yf/PAG air conditioning systems. Each kit includes three Mini-EZ dye cartridges, an EZ-Ject dye injector assembly, a R-1234yf hose/coupler and purge fitting, and a two ounce bottle of GLO-AWAY Plus florescent dye cleaner. The kit also includes the TPOPUV Opti-pro UV cordless, violet light leak detection flashlight. Each Mini-EZ cartridge is filled with Fluro-Lite 5 dye formula, an improved fluorescent dye formula that is up to 10 percent brighter than previous formulas, the company says, and offers a shelf life of up to five years.

**CATEGORY: Leak Detection**

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### Snap-on Diagnostics

#### ADAS Software Upgrade Versions 18.2 and 18.4

The **Snap-on ADAS 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**

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### Snap-on Diagnostics

#### Thermal Imager Elite

The **Thermal Imager Elite** from **Snap-on** uses infrared technology to reveal heat caused by friction, electrical resistance, pressure changes, and more to track down vehicle faults and find the fix faster, the company says. It delivers detailed images composed of 4,800 distinct temperature zones, making temperatures up to 840 degrees F visible with improved precision. A database of automotive applications, guided tests, and reference images help to interpret results. When connected to Wi-Fi, images captured with the Diagnostic Thermal Imager Elite are uploaded to the cloud via Snap-on's Wi-Fi sharing service, AltusDrive.com.

**CATEGORY: Inspection Tools, Lab Scopes**

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### GEARWRENCH

#### Bluetooth Speaker/Radio

#### The GEARWRENCH Bluetooth

#### Speaker/Radio, No. 86997, offers

a full, rich sound and versatile features, with a compact package designed for tough shop and worksite conditions. The radio features a built-in microphone for receiving calls when paired with a smartphone, and a single device can pair up to two speakers at once for a sound that fills the room. The speaker has a 12-hour run-time with a rechargeable Li-ion battery. Protected with a full rubber wrap, this product meets IP65 specs for dust and water resistance and can survive a one-meter drop.

**CATEGORY: Safety Equipment & Personal Gear**

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### KNIPEX

#### 6-1/4" Wire Rope Cutter

#### The KNIPEX 6-1/4" Wire Rope

**Cutter**, No. 95 62 160, features shear cutting blades designed to offer a clean cut and prevent wire rope from splaying. With a lock and opening spring, these pliers are easier to use during repetitive cutting, and can be locked to keep the tool secure while not in use. This tool is for cutting high-strength wire ropes up to 5/32" and cable 3/16", and features ball bearing steel for a long service life and cutting edges hardened to approximately 61 HRC.

**CATEGORY: Hand Tools**

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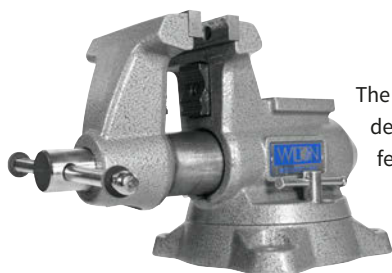
### Monster Mobile

#### 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 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**

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### Wilton

#### Mechanics Pro Vises

The **Wilton Mechanics Pro Vises** are designed for durability. These vises feature an enclosed spindle, precision slide bar, innovative thrust bearing, 360 degree swivel, and a lifetime warranty. Other notable features include: precision machined slide bar; enclosed spindle; needle roller thrust bearing; 60,000 psi ductile iron movable jaw and base; large anvil work surface; and 360 degree swivel base with double lockdowns.

These vises are available in five sizes, with jaw sizes ranging from 4-1/2" to 10".

**CATEGORY: Shop Equipment**

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### Snap-on Tools

#### Heavy Duty Off-Road Creeper

The **Snap-on Heavy Duty Off-Road Creeper**, No. JCWTANK, is a portable, all-terrain creeper designed for repairs on roadside service trucks, agricultural machinery, heavy duty wreckers, and construction equipment. The solid 8" puncture-proof polyurethane wheels are designed to provide a safe, comfortable ride on gravel, grass, sand, mud, dirt and more. Custom wheel fenders and an extra-wide pad protect clothing. The JCWTANK weighs 28 lbs, but can hold nearly 400 lbs. Its wheel position allows users to swivel or change direction anywhere by reclining the tilted headrest and pivoting two wheels.

**CATEGORY: Creepers & Seats**

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### Snap-on Tools

#### 36" 6-Drawer Heavy Duty Shop Cart

The **Snap-on 36" 6-Drawer Heavy Duty Shop Cart** with Stainless Steel or Bedliner Top Portable storage is designed to keep tools organized, accessible and charged. This cart is customizable, featuring 13 color combinations, two top options, and the company's signature SpeedDrawer. Technicians can tailor their organization of loose fasteners, parts, and tools with modular, color-matching dividers. This cart features protective corner guards and also includes side panel accessory mounts and a 15' cord to power the exclusive, offset power strip housed in the 7" deep top compartment.

**CATEGORY: Tool Boxes & Carts**

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### 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**

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### Mitchell 1

#### Manager SE MessageCenter

#### The Mitchell 1 Manager SE MessageCenter

The **Mitchell 1 Manager SE MessageCenter** is designed for seamlessly 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**

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## PRODUCT FEATURES



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Design



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Processor



Dual Band  
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Bluetooth  
Technology



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Rear Camera



OBD 1 Kit  
Included

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### 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", technicians 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**

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### TEXA

eTRUCK Remote Diagnostics

The **TEXA eTRUCK Remote Diagnostics** is designed for medium and heavy duty vehicles with advanced bidirectional 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 bidirectional capabilities including forced regen, DPF resets, speed limiters, and more.

**CATEGORY: Diagnostics**

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### Snap-on Tools

Advanced Digital Multimeter with Free App

The **Snap-on Advanced Digital Multimeter with Free App**, No.

EEDM596FK, transmits readings to technicians' Bluetooth-enabled devices.

The EEDM596FK provides technicians with a free, exclusive app that reads, stores, and shares results, along with advanced automotive functions.

The app displays, graphs, and stores measurements in real-time on the technicians' device, which can be shared with vehicle owner via text,

email, or social media. The EEDM596FK also features a Hybrid CAT IV rating, as well as horizontal orientation to showcase the large, color screen and a customer-requested lead storage wrap.

**CATEGORY: Electrical Testing Tools**

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### 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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### Bosch

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 the 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**

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### Mac Tools

Rounded Bolt Removal Technology

The **Mac Tools Rounded Bolt Removal Technology** is designed to provide a solution for rounded out or compromised fasteners. This technology uses an anti-slip, dual directional design to allow technicians to remove normal fasteners without causing damage to the bolt, as well as removing severely compromised fasteners. This technology is currently available in hex, impact hex, and star bit sockets, with more varieties scheduled to launch in 2020.

**CATEGORY: Specialty Tools**

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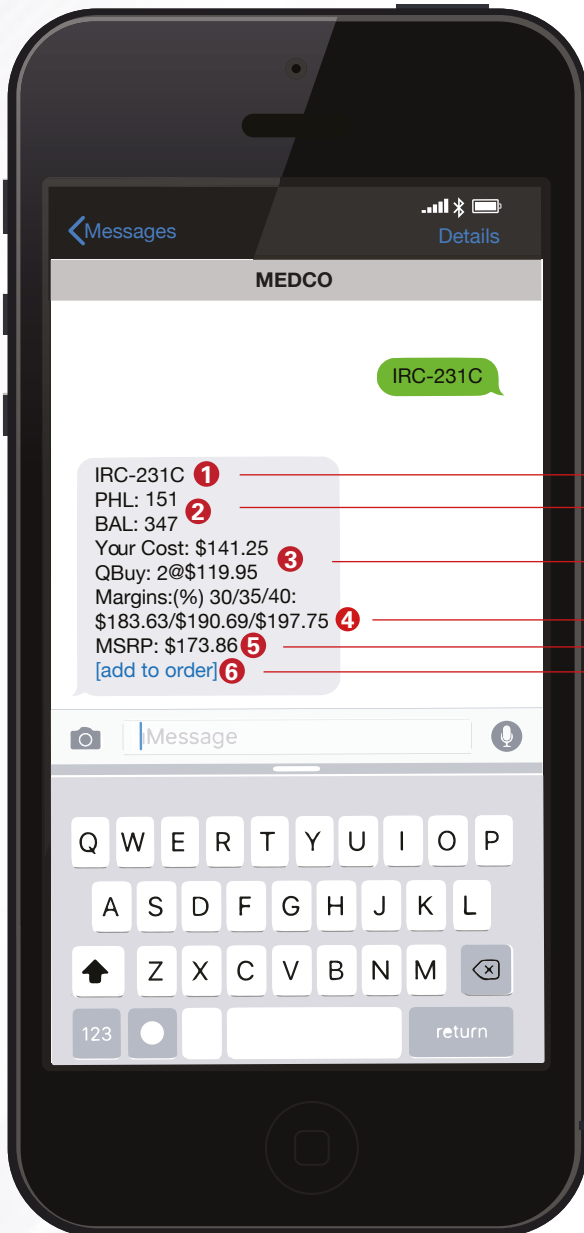
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# Driven by passion

This husband and wife team each have their own truck and route to keep up with their customer base.

by Kayla Oschmann, Assistant Editor

**B**ryan and Amanda Lee, owners of Silver State Tools, are independent tool dealers based in Reno, Nevada. They are part of the GEARWRENCH Street Team and have routes covering multiple industries, including manufacturing, automotive, paint and body, mining, and construction.

The couple has been on the road selling tools since October 2018. Within the first five months of rolling out their first tool truck, a 2003 20' Freightliner MT55, they had more than 500 customers and quickly realized they would need another truck to meet the demand. In March 2019, they purchased their second tool truck, a 2001 18' Freightliner MT55.

Bryan has 35 years of experience as a technician. He and his wife Amanda, a car enthusiast, previously owned a mobile tool company in Sonoma County, California. However, due to the economy they sold the company and later moved to Reno, Nevada.

"After moving, we realized there weren't any independent tool dealers in the area and decided to take the leap," Amanda says.

The couple knew they wanted to purchase Freightliner MT55s for the trucks' heavy duty chassis and engine. They purchased the trucks from previous tool dealers, but both needed maintenance work and "some elbow grease." The 2003 Freightliner mainly needed interior lighting and a major cleaning, and the 2001 Freightliner - which has a completely different interior layout than the other truck - needed even more work.


The Silver State Tools team put in hardwood floors, removed the carpeting on the shelves, exposed the oak ends, and had a custom oak workstation built with a 2" hickory butcher block countertop. They also built hanging shelves on the back wall and door to hold merchandise on hooks.

"Customers have a hard time believing that our trucks are more than 15 years old," Amanda says. "This is our store and we want to present our store to our customers as if they are walking into an actual storefront. We are frequently complimented by our customers on how nice our trucks are. Keeping up on the cleaning and maintenance ... is a big part of our presentation."

The Lees run their business by the motto, "Treat people as you would like them to treat you." They enjoy meeting people and being able to help their customers get the tools they need to be successful in their jobs. They also extend any sort of raffles, giveaways, and promotional deals from their manufacturers to their customers. For example, when a tool manufacturer has a "buy one, get one free" promotion, they will create a sign and place it in front of that product.

"A happy customer is a repeat customer," Amanda says.

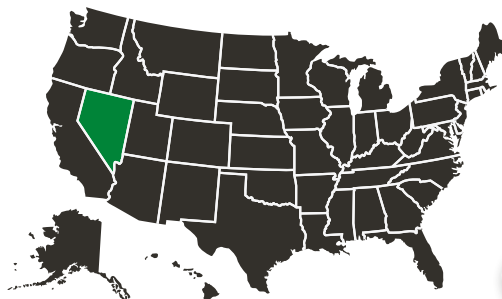
For Bryan and Amanda, taking the leap back into the tool industry has been rewarding.

"Business is just business, but being passionate and caring really helps in making a business an extension of your everyday life," Amanda says. "If you are doing what you like, it's not hard to get up in the morning and face another day." 



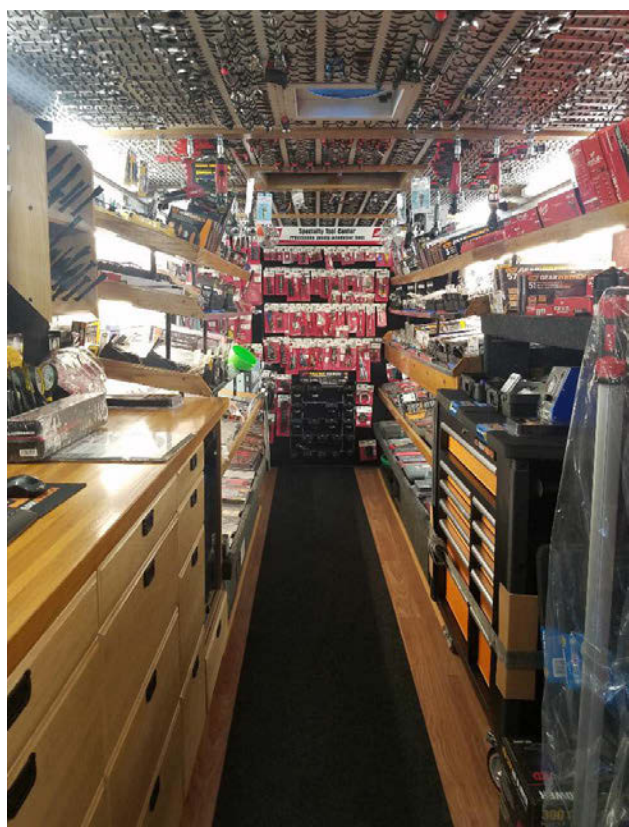
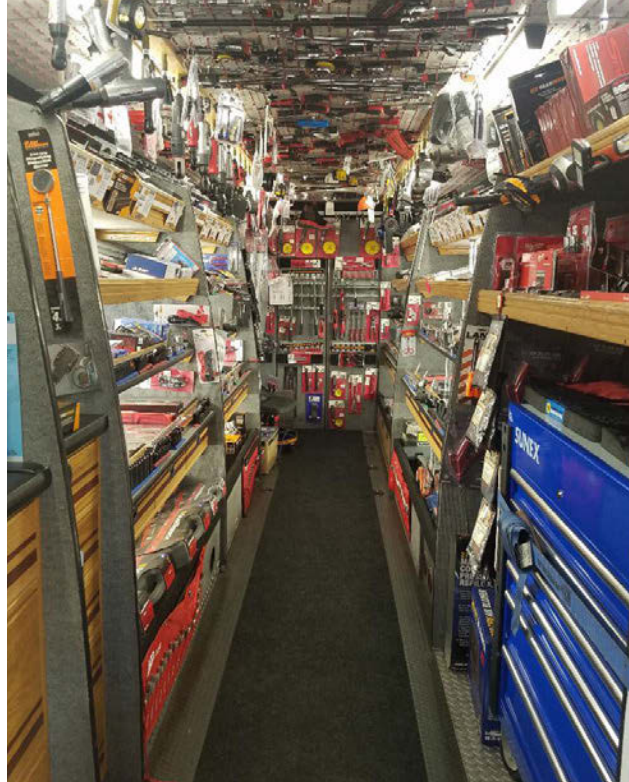
To view more photos of  
Lee's truck, visit:  
**VehicleServicePros.com/  
21095917**

**VEHICLESERVICEPROS**.com



**Bryan and Amanda Lee**  
Reno, Nev.  
Population: 425,417 (metro)





**Top Left-** Bryan and Amanda Lee, owners of Silver State Tools, purchased Freightliner MT55s for the trucks' heavy duty chassis and engine. They have been on the road selling tools since October 2018. **Top Right-** The tool-selling duo replaced all the original interior lighting with LEDs, gave the truck a good cleaning, and added some personal touches when they purchased their 2003 Freightliner MT55 in July 2018. **Middle Left-** Amanda has been around cars her whole life and has a passion for how things work. **Middle Right-** Bryan is a 35-year technician and enjoys sharing this knowledge with the next generation of technicians. **Bottom Right -** Amanda's truck, the 2001 Freightliner MT55, features an open concept with hardwood floors and a custom-built oak workstation. **Above-** Bryan and Amanda keep all their tools organized and neatly displayed at all times.

## 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](mailto:Sara@VehicleServicePros.com) for more information.



# MOST WANTED

## A Wi-Fi Borescope

The **Cal-Van Tools Wi-Fi Borescope**, No. 84, uses a compact, high-resolution, multiple-aspect camera (up to 1080p) and adjustable LED lighting to give technicians different views without teardown. With the long 36" bendable cable and camera — both IP67 rated — users can access areas without needing to drain the fluid. The camera's 5.5mm diameter also allows access to tight areas. The borescope is compatible with Android and iOS devices and has an independent Wi-Fi signal up to 30' that allows users to work wirelessly during the inspection. It comes with additional inspection accessories including a viewing mirror, recovery hook, and magnet.

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## C Compact Spot Beam LED Headlamp

The **Streamlight QB Compact Spot Beam LED Headlamp** offers a low-profile design and is ideal for handsfree work. The headlamp features a USB rechargeable battery, adjustable elastic headstrap, and three output modes: high, low, and emergency flash. On high, the headlamp offers 200 lm with 85m beam distance. On low, it offers 95 lm with 55m beam distance. Run-times range from two hours on high to four hours on low. The QB includes a built-in hat clip that easily attaches to the brim of a cap. It is IPX4 weather-resistant, impact resistant, and has a two-year warranty.

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



## B Rivet Hammers and Squeezers

The **Chicago Pneumatic CP42 Series** is comprised of ergonomic squeezers and lightweight rivet hammers that are ideal for providing optimal riveting solutions for maximum productivity. The CP42 series includes six models of squeezers and seven models of compact rivet hammers. The squeezers are silent (as low as 72 dB) with a minimum vibration of less than 2.5 m/s<sup>2</sup>. A rotating air inlet provides added flexibility so the user can easily maneuver the squeezer into the right position. The rivet hammers are available from 1X to 9X and can adeptly handle all aluminum rivets up to 3/8" in size.

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## D Small Brake Caliper Press

The **Lang Tools Small Brake Caliper Press**, No. 277, is designed to work on small to medium single piston brake calipers with a size range of 1" to 3". The caliper press has a centrally located Acme threaded screw that provides extra durability, speed, and ease of use. When using the caliper press, pressure is applied in a parallel manner to distribute the force evenly. It is made in the U.S.A.

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## E Encore and Evolve Software Update

The **OTC Encore and Evolve Software Update 3.7** includes new coverage for domestic, Asian, and European makes including Chrysler, Ford, GM, Jeep, Saturn, Acura, Honda, Infiniti, Lexus, Mazda, Mitsubishi, Nissan, Subaru, Toyota, Alfa Romeo, Audi, BMW, Fiat, Mini, Volkswagen, and Volvo. The update has additional coverage and improvements such as ADAS camera dynamic calibrations, special tests for brakes, instrumental cluster, climate/HVAC, transmissions, airbag, engine/PCM, steering, ABS/brakes, hybrid, AWD/transfer case, body control systems, and more.

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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 PrevoS1 Quick Safety Coupling

The **Prevost PrevoS1 Quick Safety Coupling** combines technology and reliability that is safe and easy to use. To quickly change tools, simply press the button one time to disconnect with no risk of dangerous hose whip. When paired with a Prevost plug, it is guaranteed leak-free for three years. The non-scratch composite body is available in four different profiles, is ergonomic, and is constructed of static-free material. The company says this coupling is ideal for any shop application.

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## I Megadora Screwdriver

The **Vessel Tool Megadora Screwdrivers** feature the JAWSFIT mechanism, allowing the blade to bite into the screw for easy removal. The JAWSFIT mechanism reduces cam-out of the screws while holding them properly. The JAWSFIT also helps remove already damaged screws, weather damaged screws, and plastic screws.

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## G ADS 625 Scan Tool

The **Bosch ADS 625 Scan Tool** allows technicians to diagnose, research, and repair vehicles in one solution. The easy-to-use interface offers coverage for Domestic, Asian, and European brands with one subscription. The 625 offers the same features as the company's 325, and adds full color OE system wiring diagrams for vehicles 1986 and newer; wireless VCI; J2534 pass-thru VCI for OE programming capabilities; large 10" ultra-crisp high-resolution display; dual 5MP front and rear cameras; HDMI output for extended display; and docking and charging station.

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## H Wire Stripping, Cutting, and Crimping Pliers

The **Carlyle Tools Wire Stripping, Cutting, Crimping Pliers** are tough, versatile, and feature a 6-3/4" frame with PVC dipped non-slip grips. The pliers are manufactured from chrome vanadium steel (CR-V) and engineered with the professional tradesman in mind. The plier jaws include induction hardened cutting surfaces and have the capability to strip and crimp both insulated and non-insulated wires between 10-20 AWG. The tool is also available in a 3-pc. set with storage tray, which includes an 8-1/2" long nose and 7-1/4" pistol grip.

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## J Smart Battery Chargers and Analyzers

The **Associated Equipment Intellamatic Smart Battery Chargers and Analyzers**, Nos. IBC6008 and IBC6008MSK, feature an adjustable power supply mode and a four-line backlit digital display allowing technicians to adjust both the charging voltage and/or amperage based on manufacturer specifications, safely charging almost all 12V battery types, including AGM and Lithium (SLI). A “partial charge mode” and patented battery diagnostics enables quick check and charge of batteries. The 70A re-flash power mode can be adjusted to specific voltages to perform extended diagnostics or ECU re-flash. Additional features include overcharge protection, safe in any weather operation, as well as both audible and visual alarms for reverse polarity protection. They are approved by major OE vehicle manufacturers.

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# SNEAK PEEK

## Welcome to Sneak Peek!

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



## EASY TO TRANSPORT

The **Power Port Products Heavy Duty Steel Air Hose Reel** is designed for heavy use, yet is easy to transport around the job site. The reel features a heavy gauge steel drum and frame, which are both powder-coated to prevent rust and corrosion. It's complete with a built-in, airtight full flow swivel fitting and up to 150' of air hose. The air hose is included with the reel and comes in various materials, lengths, and sizes to meet users' needs.

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## INSPIRED BY A CLASSIC WWII DESIGN

The **Kershaw XCOM Knife** features a symmetrical, spear-point blade ideal for piercing and cutting. The stainless steel blade is only sharpened on one side, making it safer and easier to close. The 3.6" blade opens manually with a built-in thumb disk. The handle is made of all-weather glass-filled nylon and incorporates a handguard near the blade to help prevent slipping. The knife also features a reversible, deep carry pocket clip.

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## FEATURES FIVE CORE HEAT ZONES FOR OPTIMUM HEAT DISTRIBUTION

The **Makita 18V LXT Lithium-Ion Cordless Heated Jacket** features three heat settings (high, medium, and low) for precise heating control with five core heat zones on the left chest, right chest, back, and both pockets for optimum heat distribution. On the low setting, the jacket has a run-time of up to 35 hours with an 18V LXT 6.0Ah battery (battery sold separately). For increased durability, the jacket's polyester shell adds greater wind and water resistance while the stretchy side panels help to increase mobility. The jacket's fleece interior adds an extra layer of warmth and comfort.

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## VERSATILE POCKET LIGHT

The **Cliplight Patriot Multipurpose UV-LED Work Light**, No. 111110, is a versatile pocket light that emits 30 lm from the top, 250 lm from the middle, and a 390 - 400 nm UV light below the LED. The light provides up to 10 hours of continuous use, and is designed with a 3.6V rechargeable 2200 mAh Li-ion battery. The unit includes a USB cord for charging with an Apple style charging port, magnetic base, and clip.

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## ALLOWS FOR INCREASED GRASPING SIZE WITHIN TIGHT SPACES

The **SK 11" Long Reach Slip Joint Pliers** give technicians extended reach into tight spaces and increased grasping size. The jaw has three distinct working surfaces for gripping small, medium, and large objects. Additionally, the cushioned grip handle allows for greater comfort and easy cleanup. The pliers are made in the U.S.A. and feature a lifetime warranty.

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## 146-PC GENERAL MAINTENANCE TOOL KIT

The **Beta Easy 2056E/E Tool Kit** from Beta Tools organizes 146 tools with its foam tray and removable tool panel. The durable plastic general maintenance tool kit includes: 1/4" and 1/2" drive reversible ratchets, 1/4" drive sockets (4mm, 4.5mm, 5mm, 5.5mm, and 6mm-14mm), 1/2" drive sockets (10mm-19mm, 21mm, 22mm, and 24mm), combination wrenches (8mm-19mm), a 10" adjustable wrench and slip joint pliers, an engineer's hammer, an electrician's scissors, four slotted and two Phillips screwdrivers, a 31-pc bit set, a mini hacksaw, a utility knife, a 5M measuring tape, a mains testing screwdriver, hex key wrenches (1.5mm, 2mm, 2.5mm, 3-6mm, 8mm, and 10mm), a 36-pc micro screwdriver set in a case, and construction pincers, along with diagonal, combination, and needle-nose pliers.

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# Autel MaxiSYS ADAS MA600: Smarter Service Made Simple



The Autel MaxiSYS ADAS calibration solution is now portable with the new MA600 System. This next generation ADAS calibration system is designed to support the changing needs of repair businesses.

The MA600 system features a lightweight aluminum frame which is foldable, height adjustable and incorporates a stable base to prevent tipping. The compact design of the MA600 allows users to perform Lane Departure Warning (LDW) calibrations in multiple locations with a single system.

Plus, ADAS calibrations are now a one-person job from start to finish with Autel's easy-to-use advanced laser set-up. The MA600 includes a frame mounted 2-line laser, a self-leveling 5-line laser and a laser-assisted reflector allowing one person to perform accurate frame placement in as little as two minutes. Once the calibration is complete, the MA600 can be folded for storage or quickly disassembled for easy transportation.

The MA600 offers the latest OE-level coverage for US, Asian and European vehicles for both static and dynamic calibrations. The MA600 includes Lane Departure Warning (LDW) calibration targets for Honda/Acura, Toyota/Lexus/Scion, Mazda, Volkswagen/Audi, Hyundai/Kia, Mitsubishi, Subaru, Mercedes, and Nissan/Infinity. The MA600 includes a convenient and sturdy travel case for LDW target storage.

The MA600 can be upgraded to perform additional ADAS calibrations with the optional MA600 expansion kit. Expanded capabilities include 360° Around View Monitoring camera calibration (AVM), camera-based Rear Collision Warning (RCW), as well as radar calibrations with the Autel radar corner reflector (check [www.maxisysadas.com](http://www.maxisysadas.com) for radar calibration coverage).

The MA600 ADAS calibration software features OE specific, step-by-step illustrated calibration procedures with tutorial graphics and specifications to guide users through an efficient and accurate calibration experience.

MaxiSys ADAS software provides a comprehensive pre and post scan report which can be supplemented with photographs, screen captures, technician notes and more. Reports can be printed wirelessly or emailed directly from the tablet.

The MA600 is compatible with a variety of Autel MaxiSYS tablets (tablet purchased separately). MSADAS tablets include MA600 software with purchase. The MS906BT, MS906TS, MS908, MS908P, MS908S, MS908SP and MSELITE require an additional, one-time purchase, ADAS application upgrade. Any Autel tablets with previously active ADAS application software are not compatible with the MA600.

With the MA600, shops can target a new revenue stream of ADAS calibration with this affordable, portable calibration system. ■



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# SNEAK PEEK

## REDUCES HAND FATIGUE

The **Channellock 8" XLT Long Nose Pliers**, No. 3181, are designed to reduce hand fatigue with their Xtreme Leverage Technology (XLT). The long nose pliers are made of high carbon U.S. steel and offer a crosshatch pattern on jaws for tighter grip to pull objects in any direction. The insulated grip has a 1000V rating to ensure optimal safety during the most dangerous jobs. The pliers are made in the U.S.A.

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## ALLOWS USER TO ADJUST FLOW TO SUIT THE THICKNESS OF THE PLASTIC

The **Polyvance Nitrogen Plastic Welders 8000 Series** feature patent-pending technology created by Polyvance to make the welders easier to maintain and use. All welders offer automatic low-flow power cutoff protection, precision flow valves to allow the user to adjust the flow to suit the thickness of the plastic, and a direct-reading flow gauge for repeatable performance. The 8000-series welders also feature a quick-change hose and wiring assembly, which makes it easy to replace a damaged hose or torch handle, reducing downtime and increasing productivity. Each welder comes with unlimited access to Polyvance's online video training library, the Polyvance mobile app, and technical support.

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## SIX-POINT SIZES 5/16" TO 1"

The **Grey Pneumatic 24-pc 3/8" Drive Standard and Deep Length Fractional Impact Socket Set**, No. 1224RD, contains six-point sizes 5/16" to 1" in both standard and deep lengths. The set is packaged in a blow molded case for easy and secure storage.

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## PINPOINTS LEAKS WITHOUT NEEDING TO CHANGE TIPS OR COMPONENTS

The **Superior AccuTrak VPE Ultrasonic Leak Detector** allows technicians to pinpoint leaks in air conditioning and refrigeration systems without changing tips or components. The detector can easily find leaks of any type of refrigerant or gas, even as small as 1.5 oz. per year of refrigerant, or hear a 5 psi leak up to 30' away. The detector also allows technicians to hear the sound of a tiny leak clearly and distinguish it from other noises. Other features include using the touch probe to hear internal ultrasound to quickly diagnose malfunctioning valves and bearings, troubleshooting a thermal expansion valve (TXV) in five minutes, and using the sound generator to artificially "sound pressurize" any enclosure or vessel to find leaks. The AC frequency response is 36kHz to 42kHz, and the set includes a headset, probe, carrying case, wave guide, and a battery.

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## RIGHT ANGLE EVERYDAY CARRY FLASHLIGHT

The **Streamlight Protac 90 LED Flashlight** features a right-angle head that gives extra lighting capability for users with multiple lighting needs. Users can carry in-hand or use the removable pocket clip to attach to belts, harnesses, and other gear for hands-free use. The flashlight offers three operating systems: high/strobe/low, high only, and low/high. It also offers 300 lm on high with a 147m beam distance and 40 lm on low with a 53m beam distance. Run-times range from 1.75 hours on high and 14 hours on low. It is IPX7 waterproof to 1m for 30 minutes and has a limited lifetime warranty.

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## 360-DEGREE ARTICULATION CONTROLLED BY A JOYSTICK

The **Oasis Scientific Vividia ME-610C Automotive Articulating Borescope** is designed for quick inspection of hot car engines and diagnostics with special air cooling channels. The ME-610C has a 1m long, 6.5mm diameter waterproof probe with 360-degree articulation controlled by a joystick. The Vividia ME-610C provides high quality images with high illuminance LED lights. The insertion tube and camera probe are cooled with compressed air, so it can be used at temperatures as high as 572 degrees F.

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## SNEAK PEEK

### TESTS LOW VOLTAGE TO 8V

The **Launch Tech USA BST-860 Portable Battery System Tester** is designed to complete tests including ripple detection, starter tests, battery tests, charging system tests, and voltage tests. It is able to test low voltage to 8V and has in-vehicle testing capabilities. The tester has a backlit display and shows battery health with available CCA.

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### DESIGNED TO STAND, HOOK, HANG, OR MAGNETICALLY MOUNT ANYWHERE

The **Klein Tools Rechargeable Personal Worklight**, No. 56403, is designed to stand, hook, hang, or magnetically mount wherever a professional is working. The worklight offers two illumination intensities: high and low. On high, it emits 460 lm and has a nine-hour run-time. On low, it emits 175 lm and has a 16-hour run-time. The worklight also features a 360-degree head rotation, a kickstand that rotates 270 degrees, and an integrated USB-A port to charge smartphones and other small devices. It has a six-foot drop test rating and is IP54 water- and dust-resistant.

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### PREVENTS DAMAGE TO THE PIN OR ANCHOR

The **Lisle Push Pin Pliers with Spring**, No. 42050, are designed to easily remove plastic push pin type panel fasteners with center pins. The pliers feature dual durometer grips for comfort and spring action for ease of use. The pliers are also available in angled tips for use in tight spaces such as wheel wells, and are designed to prevent damage to the pin or anchor. The angled pliers are available in 30 degrees (No. 42060) and 80 degrees (No. 42070).

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## SOFT FEEL AND ODOR RESISTANCE

**Redback Boots' Everyday Crew Socks** are made from bamboo viscose fibers that offer next-level comfort and support over traditional blends, says the company. In addition to a super soft feel and odor resistance, bamboo viscose has three times the wicking capabilities of cotton, keeping feet dry and minimizing friction preventing irritating blisters and hot spots.

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## 180-DEGREE INDEXING HEAD

The **OTC Heavy Duty Extendable Indexing Pry Bar**, No. 7177, is designed for heavy duty uses such as positioning and re-positioning engines or equipment, aligning heavy steel plates or panels, and prying large heavy objects. The combination extendable reach and 180-degree indexing head permit access to many areas where traditional pry bars may be limited, says the company. The prying head is 13/16" wide and can be extended from 34" to 53" using 31 preset positions set in 5/8" increments. The design of the 7177 can provide 1500 lbs to 2200 lbs of loading for many service and maintenance needs.

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## DETACHABLE WORK/FLOOD LIGHTS WITH DUAL OUTPUT

The **Alert Stamping Rechargeable COB LED Auto Hood Light**, No. LHR5200, features two detachable work/flood lights with dual brightness levels of 1200 lm and 600 lm. The hood light has up to a seven-hour runtime, is rain tight, and has a magnetic base that tilts and rotates to shine light where light is needed. It also offers a bracket that extends up to 78" and can stand on flat surfaces. The hood light can be used as a USB power bank to charge devices. It includes a USB-C cord and charger plug.

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FOLDS FOR COMPACT STORAGE

ROCKY STIPPLE TEXTURE FOR SURE GRIP

HOOK AND MAGNET



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# DUAL FORD FUEL FILTER SOCKET



**SKU: 524**



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## SNEAK PEEK

### ZERO VALVE RESTRICTION TECHNOLOGY

The **Legacy Manufacturing Flexzilla Pro 5-pc 3/8" NPT Heavy Duty Safety Coupler and Plug Kit**, No. A55656FZ, features ZVR Technology (Zero Valve Restriction) which provides the user's tool the maximum cfm possible. Paired with quick, safe, and easy connections, Flexzilla Pro Heavy Duty Couplers and Plugs allows the air tool to operate at its maximum performance. The safety coupler connects and disconnects under zero pressure. Once connected, simply push the sleeve up to open the valve and engage airflow. To remove, pull the sleeve down to shut off airflow and pull the top collar down to disengage the plug. The kit includes an FNPT coupler, MNPT coupler, FNPT plug, and two MNPT plugs.

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VehicleServicePros.com



### SUPPORTS ALL 10 MODES OF OBD-II

The **Launch Tech USA C-reader Professional Elite** is designed to support all of the 10 modes of OBD-II and is able to diagnose the four main systems: engine, transmission, ABS, and SRS systems. It also supports reset functions of EPB, SAS, DPF, Oil Light, ABS Bleeding, as well as the ability to generate a diagnostic report and share via email. The C-reader Professional Elite features a 5" 720 touchscreen and Wi-Fi updates.

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



### THREE-POSITION ADJUSTMENT WHEEL

The **Wurth ZEBRA T-Handle Ratchet Screwdriver Set with 11 Piece Bits**, No. 061363040, features a three-position adjustment wheel for an easy, one-handed change of direction while working. The tool's rugged design provides the user with a combination of comfort and power, and the 45 teeth give a max torque of up to 29.5 lb-ft. Included is a 10-piece bit strip plus a PH2 bit, making the T-Handle Ratchet Screwdriver Set With 11 Piece Bits a multifunctional use tool. The tool is backed by a limited lifetime warranty.

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



### THREE LENGTHS WITH SIX INTERCHANGEABLE TIPS

The **Mayhew Tools 9-pc Pneumatic Replaceable Tip Hammer Set**, No. 32026, features three replaceable tip hammer lengths with six interchangeable tips for pneumatic zip guns. The three replaceable tip hammer lengths (4-1/4", 8", and 12") allow for safe and easy access in close quarter or long-reach applications. The six interchangeable tips include three metal tip options: steel, brass, and aluminum; and three plastic tip options: soft plastic, medium plastic/vinyl, and hard plastic/nylon. All tips have a quick-change, threaded replaceable tip design to save the user time. The assortment of tips allows for worn out or damaged tips to be easily changed.

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### SURFACE PROTECTION LOCKS DRAWERS

The **KT Pro Portable 3-Drawer Tool Chest with Handle**, No. B87401-3, is designed to provide superior durability. The 20" tool chest is made with heavy duty steel with a flange reinforced design. It features drawer slides with friction runners and the cover closing surface protection locks all of the drawers. The tool chest is made to meet international standards for quality and safety.

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### TWO CONVENIENT SIZES FEATURING NBR FOAM

The **Klein Tools Tradesman Pro Kneeling Pads** are offered in two convenient sizes to help professionals stay comfortable even after long hours. The standard model (No. 60135) is 21" wide by 14" long while the large model (No. 60136) is 28" wide by 16" long. Both models feature 1" thick NBR foam to provide knee protection designed to fight fatigue. The kneeling pads have a built-in handle for convenient transporting or storing, and are for indoor or outdoor use.



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### REMOVES DIESEL AND HIGH-PRESSURE GASOLINE INJECTORS

The **Mueller-Kueps Uni Injector Puller Kit**, No. 600 130, is designed to save the technician time and money when removing and cleaning diesel and high-pressure gasoline injectors. This kit features a heavy weight, compact slide hammer to help users fit in to small spaces but still allow for maximum pull. With one kit the user can remove injectors from Bosch, Delphi, Denso, and Siemens, eliminating the need for multiple kits. The kit features a lever which allows users to thread onto the diesel inlet fitting while still providing a straight pull. The company recommends testing the injectors.

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## SNEAK PEEK

### DESIGNED FOR REMOVING DAMPER PULLEYS IN TIGHT QUARTERS

The **OEMTOOLS 25090 Harmonic Balancer Puller** is designed for use with Model GM 2000 Generation II Cadillac (1988 and newer), Chevrolet trucks (2003 and newer), Chrysler (1990), Ford (1995 and newer), and Mitsubishi Eclipse (1995). The unit removes damper pulleys in tight engine compartments without removing the radiator. It includes a three-jaw puller, four lengths of forcing rods (4", 5-13/32", 6-1/2", and 7-13/32"), a forcing screw with a 3/8" square drive for ratchet use, and a 3/4" hex for wrench or socket use. The OEMTOOLS 25090 Harmonic Balancer Puller has unique spring loaded jaws to hold the legs in place when positioning the tool, making for better accessibility, especially in small spaces.

Enter #97 at "e-inquiry" on  
[VehicleServicePros.com](http://VehicleServicePros.com)



### PADDED END CLAMPS HELP PROTECT VEHICLE

The **Sunex Tools REDLUH Underhood Light** is designed to provide users with head clearance when working under the hood. The REDLUH offers 1000 lm SMD square LED and can extend up to 68" to fit most hood sizes. The end clamps rotate 360 degrees and are padded to protect the vehicle's paint while using the light. It is IP65 rated to protect against water.

Enter #99 at "e-inquiry" on  
[VehicleServicePros.com](http://VehicleServicePros.com)



### PROTECTS AGAINST COLD AND RAINY WEATHER

The **Milwaukee Tool M12 Heated Axis Layering System with Hydrobreak Rain Shell** is designed to protect against cold and rainy weather elements. Powered by M12 red lithium battery technology, the Axis heated jacket uses carbon fiber heating elements to create and distribute heat to the chest, back, and shoulders. A one-touch LED controller heats up the jacket to three heat settings, creating a comfortable temperature for any environment or weather. These jackets are built with new Axis ripstop polyester providing a lightweight, compressible design that can be used as an inner layer or mid-layer jacket and provides wind- and water-resistance to survive the elements. The rain shell is designed with ripstop polyester for tear and abrasion resistance and a polyurethane laminate to keep dry all day long. Available in gray with sizes ranging from small to 3XL, this kit comes with the M12 battery powered heated jacket and Hydrobreak rain shell, one M12 red lithium CP2.0 battery, and an M12 compact charger and power source.

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



### FEATURES A RECESSED TIP

The **Ascot Black Handled Tire Denailer** features a recessed tip to allow nails or other puncturing objects to quickly and easily be pushed back through the tire. The blade has a length of 3", recess depth of 1/8", point diameter of 5/16", and overall length of 6-1/2". The product is made in the U.S.A.

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## CONVEYORS FOR MATERIALS UP TO 900 DEGREES F

The **Exair 2.5" and 3" High Temperature Line Vac Conveyors** are designed to convert hose, tube, or pipe into a powerful in-line conveying system for high temperature materials up to 900 degrees F. These air operated conveyors are available with smooth ends to fit into hose or tube, and are secured with a simple hose clamp. They are available with NPT threaded ends to mount onto threaded pipe. The conveyors eject a small amount of compressed air to produce a vacuum on one end, resulting in high output flows on the other. Regulating the compressed air pressure provides infinite control of the conveying rate. The High Temperature Line Vacs are CE compliant and available in seven sizes from 3/4" to 3".

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VehicleServicePros.com



## SLIM HEAD DESIGN FOR CONFINED AREAS

The **KNIPEX Tools CoBolt S Compact Bolt Cutter** features a 6-1/4" length and provides high cutting power to easily cut bolts, nails, and rivets up to 11/64" in diameter. In addition to its compact design, the cutter has a slim head designed for better access to confined areas. The CoBolt S has a strong lever action mechanism that allows the user to exert less effort when using the cutter. Below the joint is a gripping surface for pulling wires with a diameter from 3/64". It also features laser-cut edges on the blades, which prevent material being cut from slipping. The CoBolt S is forged and multi-staged oil-hardened from German and chrome vanadium heavy-duty steel, and has induction-hardened cutting edges with a hardness of approximately 64 HRC for cutting thin hard wire, screws, and springs.

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

## OFFERS 1/4" AND 3/8" SIZES

The **Carlyle Tools 10mm Master Socket Set**, No. SS1438010M, features a radius corner design and

quality construction to provide durability and long lasting performance. The 10-pc set is comprised of a 10mm standard, mid-length, deep, universal, and impact socket for both 1/4" and 3/8" drives. The set includes a socket rail for safe storage.

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**BY EMILY MARKHAM,  
ASSISTANT EDITOR**

920-234-6359

Emily@VehicleServicePros.com

## Apparel 101

Mobility, protection, comfort, and durability are just a few of the features technicians look for in apparel.

**T**he clothes on a technician's back are just as important as the tools kept in their toolbox. While dressing for work, many factors must be taken into consideration. Does the shop have heat in the winter or A/C in the summer? How many hours per day will the technician spend on their feet? What is necessary to keep them safe not only from the elements but also from potential dangers in the shop?

As for selling workwear, mobile distributors must also keep those questions in mind and stay up-to-date with what is new and trending. This includes items such as outerwear with temperature regulation as well as gear made from waterproof and chemical-resistant materials.

Staying on top of new products, new features, and other updates is essential to making the sale. Take a look at the latest trends and products in the apparel category, technicians' most sought-after features for buying, and tips on what to carry and how to demo these items.

### MUST-HAVE FEATURES

As with tools, technicians are looking for certain features when buying apparel. Mobility, durability, and comfort are at the top of their list.

#### Mobility

A technician's job has them moving around constantly while they do all their checks, tests, and fixes. Owning workwear such as t-shirts, hooded sweatshirts, and jackets that are flexible enough to move with them is essential for being able to do their job.

"They're not sitting in an office setting," says Kaue Cavalcante, senior product manager for Milwaukee Tool. "They're very active, and they need clothing that's not going to be a hindrance or an annoyance for them throughout the day."

#### Comfort

"A comfortable worker is a more productive worker," says Charlie Arroyo, general manager for Redback Boots U.S.A.

Technicians want clothing that doesn't chafe

or rub on their skin. Long days in the shop while constantly moving from one place to another requires apparel that is soft, so any frequently repeated motions don't cause blisters, hot spots, or other discomfort.

Also, body temperature regulating products such as heated hoodies and jackets or breathable t-shirts with sweat-wicking technology are key to keeping technicians comfortable in the shop no matter the season.

Matt Rivera, national account manager for Makita U.S.A., discusses the unique body temperature control garments Makita has to offer.

"We have a wide range of heated gear in both 18V and 12V," he says. "By using our 18V platform ... you can get up to 35 hours of run-time on a single battery by running it on low. Our 18V jacket offers five heating zones: left chest, right chest, the back, and both pockets, so it's going to heat your entire core which is key in staying warm."

"We [also] have jackets that include fans [and] are UV resistant," Rivera adds.

Additionally, Cavalcante shares what's happening with Milwaukee Tool's new heated gear.

"[In] 2019, we are adding to the Axis lineup with a series of job site shells that are meant to be paired with the Axis Heated Jacket," he says. "We're [also] introducing our HydroBreak Rain Shell, which is our first 100 percent waterproof garment for Milwaukee Tool. In addition to the rain shell, we're introducing our GridIron Work Shell, which is a [heavily] insulated jacket made from our custom GridIron proprietary material. [This] specific shell ... is meant to be paired with the Axis Heated Jacket for [extremely] cold conditions. The Axis Layering System, as we call it, is really the new ... addition to the lineup."

#### Durability

Technicians want a wardrobe that will stand the test of time. They want their jackets, work pants, boots, etc. to last for a while regardless of the conditions they work in. Clothing and outerwear that easily rips when it gets snagged on things or no longer functions due to technology updates are a waste

#### Upcoming topic:

Look for information on stocking and selling the following category:

Cordless Tools  
(December)



Photo courtesy of Milwaukee Tool.



of money. It becomes frustrating when items that should be longer-lasting need constant replacement.

### WHY APPAREL MATTERS

"There's a productivity aspect ... that we don't often attribute to clothing, but if the apparel that [technicians] are wearing becomes a hindrance ... it's distracting from the task at hand," Milwaukee Tool's Cavalcante says.

What they wear may not seem like a big deal, but when wearing the appropriate workwear, a technician's focus won't be split between their work and their discomfort. Having proper attire helps to increase efficiency

and productivity.

Protection is another important factor. Not only are technicians looking for a shield against UV rays, wind, rain, and the cold, they are also looking for protection from everyday risks. Automotive maintenance and repair professionals may need their workwear to be flame-resistant or chemical-resistant as well.

"This would be [one product category] where a mobile [distributor] could go to a shop owner and [have] a reason to maybe get this to be a shop purchase as opposed to a tech purchase," Makita's Rivera says.

Having the proper apparel can

help prevent accidents and injuries from occurring and keep the shop running smoothly.

### TRENDS IN APPAREL

Staying on top of the trends will give your sales pitch an edge. Be on the lookout for new colors and patterns. Though a small change, it's one that always gets people excited. Seeing their favorite products with a fresh, new look makes the gear a tempting buy.

Mobile distributors in midwestern states or any region that experiences all four seasons should pay attention to products that layer well together. Offering base layers (t-shirts, long

# PRODUCT TRAINING

sleeves, thermals), mid-layers (vests, hoodies, lighter jackets), and outer layers (heavier jackets) could earn some extra sales.

Additionally, people and companies alike are looking for ways to lessen their carbon footprint, and buying quality attire made from sustainable materials is a great way to do just that.

"Utilizing sustainable raw materials is the way of the apparel world these days, and our viscose from bamboo hosiery utilizes the world's oldest grass in the construction of our socks," says Redback Boots' Arroyo.

## HOW TO MAKE THE SALE

Pay attention to what products sell well and which don't. Are the products that aren't selling visible to customers? Do they make sense for the season? Do technicians have a need for that particular item?

Stock some smaller gear like hats, socks, and gloves. These items tend to be worn out faster or get lost more easily. They also make for the perfect giveaway or freebie item to throw in with other purchases. Giving customers a sample of the product increases the likelihood they will come back for more.

Displaying the items can be a bit tricky, especially when it comes to t-shirts, hoodies, or heated jackets. The fix is quite simple though: buy a hanger. Hang up items where customers can see them; they might be a conversation-starter.

The most important aspect of selling apparel – of selling anything – is to educate customers.

"A lot of times ... [customers will] just keep buying the same thing over and over until someone tells them a significant reason why they should pivot and look at something different," Milwaukee Tool's Cavalcante says.

Let customers know what makes the apparel products you're selling better than the \$5 t-shirt from Walmart or the work boots they found on Amazon. What features does an item have that makes it worth switching from the customers' usual buys?

Helping customers understand the significance of a heated jacket or a more durable pair of socks could encourage sales. **PD**

## ➔ Products to Stock



### Makita

18V LXT Lithium-Ion  
Cordless UV Resistant  
Fan Jacket

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### Dickies

Industrial Utility  
Ripstop Pants

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### Redback Boots

Everyday Crew Socks

**Enter #107 at "e-inquiry" on  
VehicleServicePros.com**



### Milwaukee Tool

Tool M12 Heated Axis  
Layering System with  
Hydrobreak Rain Shells

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VehicleServicePros.com**



**Nominate your customer for *PTEN's* Big-Time Box column and they could be featured with their toolbox in the magazine!**

***To Nominate a Customer:***  
Send an image and brief description of their  
“Big-Time Box” to **editor@vehicleservicepros.com.**





**BY ALAN SIPE**

**CONTRIBUTING EDITOR**

Alan W. Sipe has spent the last 42 years in the basic hand tool industry including positions as president of KNIPEX Tools North America, senior vice president of sales and marketing at Klein Tools, manager of special markets at Stanley Tools, and sales manager at toolbox manufacturer Waterloo Industries. Currently, Sipe is the owner of Toolbox Sales and Consulting, a company specializing in sales strategy, structure, development, and training. Sipe can be reached at [alansipe@gmail.com](mailto:alansipe@gmail.com) or 847-910-1063.

# To prequalify is to lose before you even start

Remember what your mom said: "Don't judge a book by its cover."

Have you ever walked into a shop and there, before your very eyes, is the technician with a brand new toolbox he purchased from the competition? Not long ago you had convinced yourself that this guy could not afford to buy his own lunch, let alone a \$10,000+ box.

Or worse, you pull into a small, two-bay service station that always seems in need of a good cleaning and paint job, and there, staring you in the face, is a new \$15,000 piece of test equipment with all the bells and whistles. You had convinced yourself that this was a shoestring operation that could go belly-up at any moment.

Another story many of us have heard before is the one about the old guy in the beater pickup truck driving around Bentonville, Arkansas. This elderly man was treated like a hobo by most of the people he met. In fact, he was Sam Walton, the founder of Walmart and one of the wealthiest people in the world. Walton just loved his old pickup.

In each of the above scenarios, you – or in Walton's case the people of Bentonville – had negatively prequalified someone, and in your business this practice can actually cost you money ... maybe a lot of money.

We all prequalify situations and people in our own mind, often because of previous experiences, bias, or for no real conscious reason at all; we just do it. Unfortunately, very often this prequalifying mindset has negative consequences or is flat wrong, but we do it anyway.

"He drives an old beat-up truck so he doesn't have any money." "That shop is always dirty so they won't invest in new equipment." "That guy is so cheap he would never buy a new box."

What can drive you crazy is that sometimes even

an unfounded opinion seems to be correct. Maybe this person actually will not buy anything nice and new (from what you can tell), or that person who you think can and will buy could easily be up to their neck in debt.

The thing is, you don't know when you are right or wrong. So how can you tell who is and who is not a real prospect? The answer is simple, but many of us make it hard: just talk to them and ask.

You can learn what's really happening with someone or a situation by using some simple investigative techniques.

If the technician has an old or small storage cabinet, ask them about it. If the shop doesn't have adequate test equipment, ask about it. You'll never know for sure if you don't just ask.

So, how do you ask?

First, no matter what the person or situation looks like, treat everyone with respect and enthusiasm as you get to know them. Ask lots of questions about their choice of tools and supplies, such as where they get them, why do they buy from there, and if they would consider buying from you.

Resist the urge to ask the real question that is bouncing around in your head: "When are you going to replace that rusty old toolbox?"

Soft, non-threatening questions will often get you the answers

you're looking for ... and not aggravate the prospect.

*"As your business grows, do you think your current tool storage will handle your additional tools, or do you think you will need to get something with more space?"*

- You're not saying their old box is a piece of junk; you're selling them on the idea of more space.

**We all prequalify situations and people in our own mind, often because of previous experience, bias, or for no real reason ... Unfortunately, this mindset has negative consequences.**



*“Are you concerned about the security of your tools in your current tool storage cabinet? New boxes are very secure and protect your huge tool investment.”*

- You are not telling him that his coworkers and customers are thieves; you’re just showcasing the features of newer products.

*“I’m curious if you are concerned about losing customers whose vehicles have tricky electronic diagnostic needs. If so, we have the best diagnostic equipment at all different price points to help you keep that business.”*

- Remind the customer that you offer the latest and most up-to-date technologies.


*“I have a lot of neighborhood shops who are getting the new, easy-to-use test gear*

*to help them keep their current customers, and also grow their business.”*

- Here you are planting the idea of losing customers, but you’re also explaining that the new equipment is easy to use.

I’ll bet you can sit down right now and write down a list of 15–20 people in your territory that you have prequalified, and therefore not asked about a big purchase. Try to remember or figure out why it is you assume they will not or cannot purchase anything substantial.

Take that list, and over the next two to three weeks, speak to every single one of these people about a significant purchase using the non-threatening question technique above. You will be happy with the results.

Now ... go sell something. 

## Side thought on selling

**Are you a weatherman, sports reporter, political commentator, or a tool salesperson?**

*Here are several examples of how not to start a sales call:*

*“Wow, it’s cold outside.” “The streets are really slushy and icy today.” “Can you believe that player missed that easy touchdown pass to win the game?” “Can you believe what those knuckleheads in Washington did this time?”*

A sales call is supposed to be a friendly, relationship-affirming, and positive event. So why on earth would someone consider starting a call with bad news about the weather, sports, or politics? Think about it: first you help your prospect feel bad and then you try to cheer him up to sell them something.

There is an excellent blues song titled “Enough Trouble of My Own; Keep Yours to Yourself” by Dr. Duke Tumatoe. Look it up on your mobile phone. It perfectly sums up your customers’ attitude about the world’s problems. Keep your calls positive.

# INGERSOLL RAND W5133 IQV20 Series 3/8" Compact Impact Wrench

The W5133 IQV20 Series 3/8" Compact Impact Wrench quickly loosens and tightens a variety of fasteners.

### APPLICATION

The W5133 IQV20 Series 3/8" Compact Impact Wrench quickly loosens and tightens a variety of fasteners. It delivers accurate torque for repair and maintenance applications, including tire and wheel lug nuts, engine bays, brake hubs, axle wheel nuts, interior dashboard components, support brackets, under mount installation and repair, flange bolts, and diesel engine repair. The Compact Impact Wrench is also available with a 1/2" anvil (No. W5153).

### ORIGIN

Ingersoll Rand developed this tool to allow technicians to complete jobs more quickly and without switching tools. With its versatility, the tool functions as four tools in one and can get into tight spaces.

### SELLING POINTS

- Durable to withstand repeated drops.
- Offers four forward power modes: max power, mid power, wrench tight, and hand tight.
- Saves technicians time by not needing to switch tools for different tasks.
- Better accessibility in tight spaces with tapered front end.
- Delivers the power technicians need without adding extra weight to the tool, according to the company.

### MANUFACTURING SPECS

This product features chemical-resistant composite housing and a patented steel reinforced frame. It weighs 5.3 lbs and uses spark-free brushless technology.

The **Ingersoll Rand W5133 IQV20 Series 3/8" Compact Impact Wrench** is designed to deliver 550 ft-lbs of nut-busting torque and 365 ft-lbs of max torque. It is 7" long, weighs 5.3 lbs, and has a tapered front end for greater access in tight spaces. Notable features include a variable-speed switch and electronic brake to increase control while using the tool, four forward power modes that always operate at max reverse torque to avoid the need to switch tools for different tasks, and spark-free brushless technology and reinforced bushing that increases the lifespan of the motor.



### FEATURES AND BENEFITS

- Variable-speed switch and electronic brake increase control while using the tool.
- Offers an ideal power-to-weight ratio.
- Has a length of 7".
- Contains a Chip-on-Board LED task light with four dimmable settings that fully illuminates the work surface and eliminates shadows.
- Delivers 550 ft-lbs of nut-busting torque and 365 ft-lbs of max torque.

### STORAGE AND DISPLAY

Individually boxed, one unit per box. It comes ready to display.

### \$ SUGGESTED RETAIL PRICE

\$405

Kits available:

W5133-K12 3/8" Impact  
One Battery Kit - \$685

W5133-K22 3/8" Impact  
Two Battery Kit - \$767

### i FOR MORE INFORMATION

Ingersoll Rand Customer Service  
1-800-483-4981

Enter #109 at "e-inquiry" on  
[VehicleServicePros.com](http://VehicleServicePros.com)



# LEGACY MANUFACTURING

## Flexzilla Pro 5-pc 3/8" NPT Heavy Duty Safety Coupler and Plug Kit

The Flexzilla Pro 5-pc 3/8" NPT Heavy Duty Safety Coupler and Plug Kit is designed to be used for most, if not all, high pressure air applications.

The **Legacy Manufacturing Flexzilla Pro 5-pc 3/8" NPT Heavy Duty Safety Coupler and Plug Kit**, No. A55656FZ, features ZVR Technology (Zero Valve Restriction) which provides your air tool the maximum cfm possible. Paired with quick, safe, and easy connections, Flexzilla Pro Heavy Duty Couplers and Plugs allow the air tool to operate at its maximum performance. The safety coupler connects and disconnects under zero pressure. Once connected, simply push the sleeve up to open the valve and engage airflow. To remove, pull the sleeve down to shut off airflow and pull the top collar down to disengage the plug. The kit includes an FNPT coupler, MNPT coupler, FNPT plug, and two MNPT plugs.

### APPLICATION

The Flexzilla Pro 5-pc 3/8" NPT Heavy Duty Safety Coupler and Plug Kit is designed to be used for most, if not all, high pressure air applications.

### ORIGIN

Legacy Manufacturing developed this product in response to seeing a need for a complete kit for the automotive and heavy duty technician.

Allows the user to connect and disconnect the tool at zero pressure.



**\$ SUGGESTED RETAIL PRICE**  
\$119.99

**i FOR MORE INFORMATION**  
info@flexzilla.com  
Enter #110 at "e-Inquiry" on  
VehicleServicePros.com

### FEATURES AND BENEFITS

- Allows the user to connect and disconnect the tool at zero pressure.
- Kit includes a FNPT coupler, MNPT coupler, FNPT plug, and two MNPT plugs.
- Uses ZVR Technology (Zero Valve Restriction).

### MANUFACTURING SPECS

The kit weighs 1.95 lbs.

### SELLING POINTS

- ZVR Technology provides absolute throughput and feeds air tools the maximum cfm possible.
- Allows technicians' air tools to operate at maximum performance.
- Quick, safe, and easy connections.

### STORAGE AND DISPLAY

This product is shipped in a package that explains the ZVR system, which is a standard operating procedure for all Flexzilla products.

# KNIPEX

## Precision Electronics Super Knips XL

The Precision Electronics Super Knips XL are designed for flush cutting the finest wires and zip ties.

### APPLICATION

The Precision Electronics Super Knips XL are designed for flush cutting the finest wires and zip ties. With these pliers, technicians can cut zip ties flush without cutting their hands when reaching under the dash or under a seat, according to the company.

### ORIGIN

KNIPEX Tools developed these pliers when a need for cutting thicker, wider zip ties became apparent. The added 1/2" length allows for greater stability and cutting performance.

### FEATURES AND BENEFITS

- Opening spring for easy repetitive work.
- **Shear cut blade design for precise cutting.**
- Grooves for non-slip grip when applying light pressure.
- Limiter prevents handles from opening too far.



### SELLING POINTS

- Precision ground edges without bevel for accurate flush cutting of fine wires and zip ties.
- Cuts soft wire from 1/16" to 1/8".
- Multi-component handles for comfortable grip.

### STORAGE AND DISPLAY

The pliers are shipped one at a time. KNIPEX Tools suggests hanging the pliers up top by the other pliers or near the zip ties on your truck.

The **KNIPEX Tools Precision Electronics Super Knips XL**, Nos. 78 03 140 and 78 61 140, cutting pliers feature an extra 1/2" for greater stability and cutting performance. Other features include precision ground cutting edges without bevel for flush cutting even the finest wires in electronics and fine mechanics applications. The Precision Electronics Super Knips XL are ideal for flush cutting cable ties and include an external opening spring and opening limiter for a more user-friendly handle width.

### MANUFACTURING SPECS

The pliers are made in Germany. The No. 78 03 140 pliers are made of INOX surgical steel with cutting edge hardness approximately 54 HRC. The No. 78 61 140 pliers are made of special tool steel with cutting edge induction hardened approximately 64 HRC.

**\$ SUGGESTED RETAIL PRICE**  
No. 78 03 140 \$48.16  
No. 78 61 140 \$50.16

**i FOR MORE INFORMATION**  
Peter Grable  
peter.grable@knipex-tools.com  
KNIPEX Product Manager  
**Enter #111 at "e-inquiry" on VehicleServicePros.com**



To watch a video demonstration of this product, visit:  
**VehicleServicePros.com/21095370**  
**VEHICLESERVICEPROS**

# PREVOST

## Flexair Hybrid Compressed Air Hose

The Prevost Flexair Hybrid Compressed Air Hose is designed to clean dust and debris from hard-to-reach areas



The **Prevost Flexair Hybrid Compressed Air Hose** comes equipped with an ultra-flexible and tough hose, non-scratch sheath to protect equipment, high quality plug, and prevoS1 safety coupler that is available in various profiles and sizes. The lightweight, easy-to-handle hose comes fitted with a bend restrictor to help prevent kinking and bending near the connectors. Prevost guarantees the hose for one year under normal wear and tear when used with a Prevost plug. The hose is available in 1/4", 3/8", and 1/2" ID sizes, with 25', 35', 50', and 100' lengths.

### APPLICATION

The Prevost Flexair Hybrid Compressed Air Hose is designed to clean dust and debris from hard-to-reach areas such as motors and the interior of vehicles. It can also be used to power pneumatic tools within the shop.

### ORIGIN

Prevost developed this product to offer a complete hose system that is tough, hassle free, and easy to use while protecting valuable shop equipment and production pieces from scratches.

### SELLING POINTS

- Paired with a prevoS1 safety coupling and nitrided steel plug to guarantee a leak free system.
- **Arrives fully assembled and packaged for retail sale; customers can simply remove from the package and plug in for immediate use.**
- Can be used for a variety of applications within any shop.
- Selection of coupling profile: industrial (RISB), automotive (RUSB), high flow (RESB) or ARO 210 (RASB).
- Available in multiple lengths (25', 35', 50', and 100') and inner diameters (1/4", 3/8", and 1/2").

### STORAGE AND DISPLAY

The product is sold and packaged per piece. One part number includes all components (hose, plug, and coupling) of kit. It's packaged in cardboard and can be stacked or hung on a wall. Prevost recommends keeping a hose for demonstration purposes so customers can experience how easy it is to connect and disconnect air tools.

### MANUFACTURING SPECS

The hose construction combines the best characteristics of hybrid polymer, PVC and rubber blend. The prevoS1 coupling body is a composite material and steel. The plug is made of nitrided steel.

### FEATURES AND BENEFITS

- The hybrid construction allows the hose to be lightweight, flexible, and easy-to-handle.
- Bend restrictors on each end, along with a kink-free hose, provide a consistent airflow.
- Hose kit is 100 percent scratch free to protect production pieces and vehicles.
- Lays flat with no memory.
- Easy to coil after each use.
- Hose material is resistant to dirt buildup.
- Withstands damage from dragging across the ground.
- Operates in a range of temperature from -40 degrees F to 140 degrees F.



### SUGGESTED RETAIL PRICE

Suggested list price in Prevost catalog.



### FOR MORE INFORMATION

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Find out what  
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reading about in this  
month's pages of  
**PTEN**



## BY SCOTT "GONZO" WEAVER AND PTEN STAFF

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](http://gonzostoolbox.com). He is the author of the book, "Hey Look! I Found the Loose Nut." Email Gonzo at [gonzosae@aol.com](mailto:gonzosae@aol.com).

## Are you prepared to program?

To keep current with manufacturer software subscriptions and updates, begin by ensuring your intel and hardware are up to the task.

**W**hen it comes to programming, coding, and reflashing, there's a bit more to it than just having access to the manufacturer's information; your equipment has to be able to process the information provided. I'm referring to your PC, your laptop, your smartphone, or, for that matter, your scan tool. Are they up-to-date and able to handle the next job that comes in the door? The last thing you want is to find out your software or hardware isn't up to the challenge when you need it the most.

### ANOMALIES IN THE SHOP

Several years ago, a 2003 Hummer came into my shop with a battery drain issue. The drain was found to be in the instrument cluster. Usually I would either do an in-house repair or have the cluster sent out, but this one was a bit too far gone. The lens was cracked and the faded fuel gauge looked like it had seen better days, so a new replacement cluster was in order.

In those days, when I ordered a replacement cluster, I could rattle off the VIN and mileage for the parts person at the dealership and they would have them downloaded onto the cluster. Once in a while I might have to do the old "10-minute security relearn procedure," but for the most part, all GM cluster installations were basically the same. A few days later the cluster showed up, and low and behold the mileage wasn't entered. I did a little research and found that this particular cluster could only have the VIN and mileage entered after the cluster was installed.

To make things even stranger, in the instance above I found the engine has to be running the whole time during the installation and download. This was a first for me. Normally, you will have a battery tender on to keep the battery charged while performing a program or reflash. In fact, this was the only car I've run across where the engine had to be running in order to do the reflash.

In this case, the usual concern of having the battery charge level up to full during the procedure wasn't as important as how much gas was in the tank. I also had to consider that the gas gauge is part of the cluster, and couldn't be sure of its accuracy until the programming had been completed. *Note to self: Add fuel to the customer's invoice for cluster replacement.*

### TIME TO REPAIR

Now it was time to get down to the repair. The scan tool was warmed up and ready to go. It was a late Wednesday afternoon by the time I was able to get everything lined up to do the download. Rather than close up shop and head home, I figured I'd pop onto the GM website and get it done.

This is where I encountered my first problem. I found out (after buying the three-day pass) that my cable adapter wasn't 'adapting.' I needed a different adapter which I didn't have, and it took me three days to find one. By this point my subscription had run its course, so I'd have to set this whole thing up one more time ... this time with the proper cable and adapter.

But wait ... there's more to this story. I also found the laptop configuration wasn't quite up to snuff. I could only go so far before I got an error message that brought everything to a screeching halt. By now, I had resorted to making the call to technical support, and thankfully a fabulous team of experts walked me through the final steps to toggling the correct 'yes' and 'no' tabs in my settings.

Once all this was done, it was just a matter of waiting for the computer to move the completion bar across the screen to indicate all was well with the digital world, and the VIN and mileage would miraculously appear on the replacement cluster, all while the engine was running.

Was the experience frustrating? You could say that. Did I learn something? I always do in these situations. The lesson I learned on this cluster ➡



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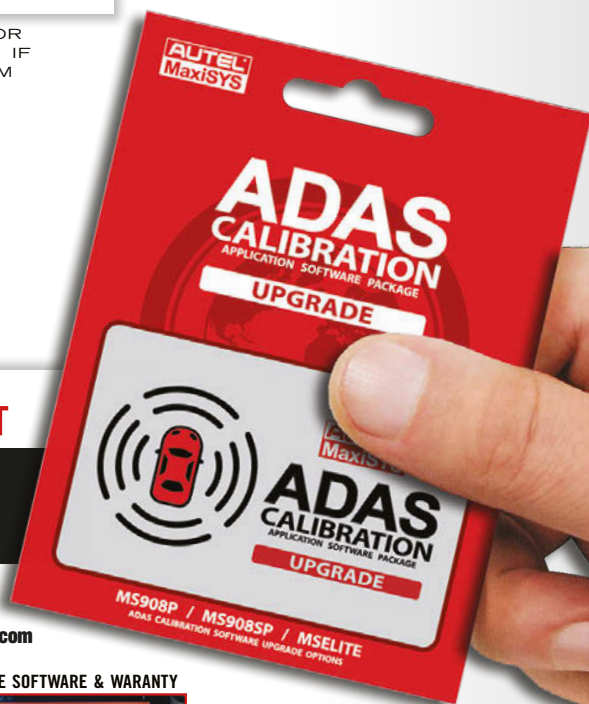
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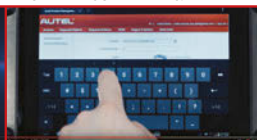
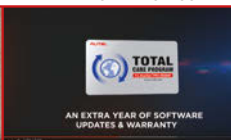
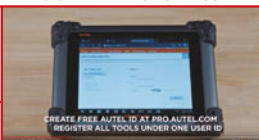
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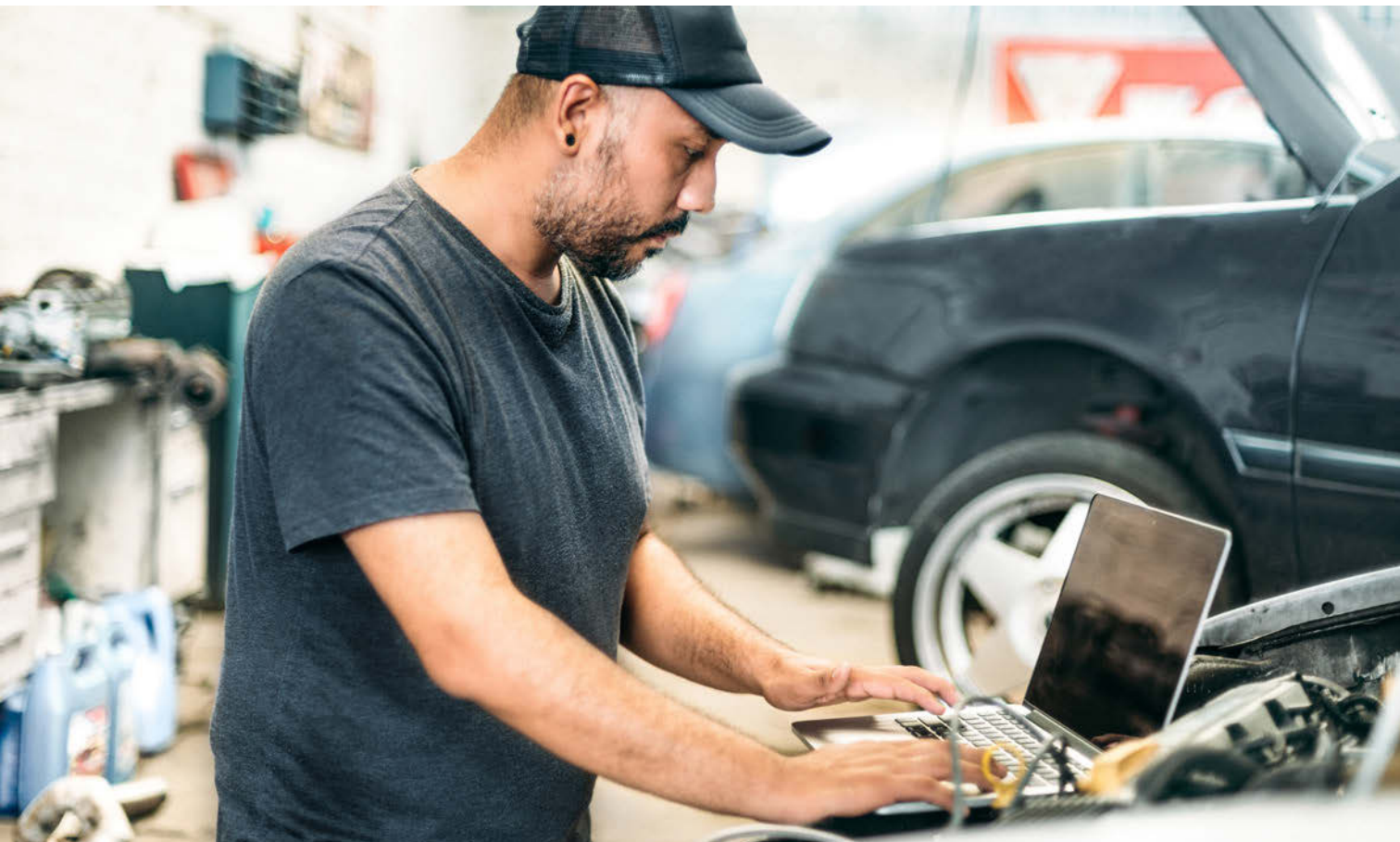
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swap was this: Never underestimate your hardware needs or your software limitations when performing a relearn or reflash procedure, even though you've done countless reflashes in the past. In a nutshell, the real issue is that what you did the last time may not be the same the next time.

## LISTENING AND LEARNING

How can you avoid some of these pitfalls and 'uh-oh moments' when you're getting ready to reflash or reprogram a vehicle? To start out, consider that you might think you've got something all figured out, but there's a good chance you may need to a bit more instructions, or at least a step back to follow up on every detail of the procedure, before blindly diving head-first into the repair.

**Two of the websites  
you should have  
close at hand are  
[oem1stop.com](http://oem1stop.com)  
and [nastf.org](http://nastf.org).**

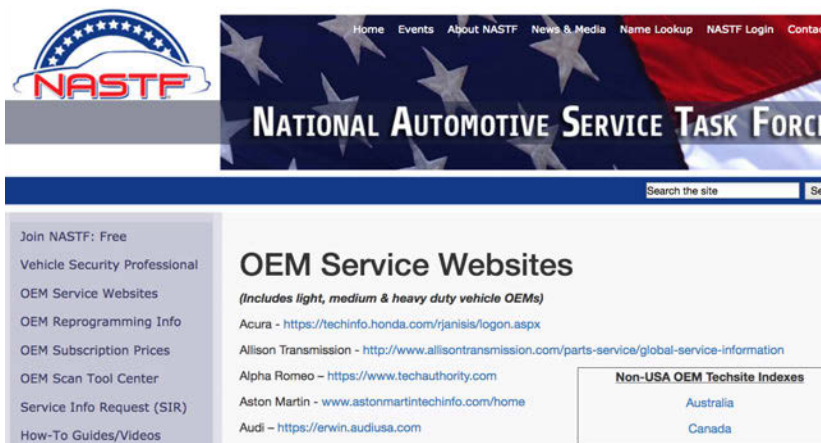
There's no shame in saying you need to do more research or attend another refresher course, because change in this field is a never-ending issue each and every technician has to deal with. I try to read and follow all the information I can obtain before beginning any of these procedures.

## INFORMATION ACCESS

All the information you need is merely a mouse click away. Two of the websites you should have close at hand are [oem1stop.com](http://oem1stop.com) and [nastf.org](http://nastf.org). Both online locations list all of the individual vehicle manufacturer's websites. For example, the National Automotive Service Task Force (NASTF) page has a list of costs for the various manufacturer's websites. It also lists the length and duration of days, month, and the full year pricing, along with a description of what is covered for the various pricing levels.

Each page of NASTF has not only the information you'll need to properly gain access to the OEM websites, but also some very informative videos on key coding and an overview of the latest scan tools and testing equipment, including PC requirements.





One of the most useful pieces of information accessible on the OEMs' pages are the hardware and software requirements necessary to program a computer on their vehicles. This includes information such as which versions of Windows are supported, and even which versions of Java can be used while programming a vehicle.

In many cases you will need to reconfigure your computer to revert back to an older version of some software in order to perform a program, especially if you have your computer set to perform updates automatically.

Getting from one of these websites to the actual manufacturer's page is just the start of the process. Be sure to spend time becoming familiar with your tool manufacturer's website before diving into programming procedures. Each one is different, and each year of manufacture and/or model may have different requirements. The Drew Technologies website has probably one of the most up-to-date libraries of information with known issues when programming, as well as what is required to properly set up the vehicle, the hardware and software in order to complete the process correctly and with no problems.

## NEW AT THE PROCESS

If you are getting into programming for the first time, there are a few companies that offer remote programming services such as AirPro Diagnostics and Drew

Technologies RAP. These remote services provide the equipment required to program the vehicle remotely through a web connection, while saving the technician the effort and cost of obtaining hardware and a subscription to acquire the OEM software. This process will also allow a technician to follow the programming process while it's being done and will be the "hands" of the remote technician that will go through key on/off cycles and other physical actions necessary to complete a programming event. It is advisable to take the time to attend the advanced classes offered in your area, or at one of the many conventions across the country.

Even after you've completed a few programming procedures, it still pays to go back to the manufacturer's website and review the materials and terms of service again and again. Things change on these sites often and not everything will be located in the same place as the last time you visited. Over the last ten or so years, I've seen the websites for the various manufacturers go through several modifications and changes. Besides, there's always something you've forgotten or need to refresh yourself on.

As always, the technician as well as the tools need an occasional update. Changes and computer updates are just part of being a technician. The more you know, the more you can do and the better you'll be at it. **PD**



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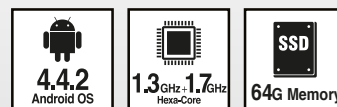


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# DRIVING SALES

Power Tools and Air Tools

## Power Tools and Air Tools

Cordless power tools are a popular choice for shops thanks to their advanced features and size options, while pneumatic options remain a fixture as well. Take a look at new power tool offerings available in this section.



## PATENTED HAMMER MECHANISM FOR REDUCED VIBRATIONS

The **Matco Tools 16V Cordless Infinium 1/4" Drive High Performance Impact Driver Kit**, No. MCL1614HPIDK, features an efficient brushless motor that provides 150 ft-lbs of working torque and improved durability. The patented hammer mechanism helps reduce vibrations, and the soft TPR grip improves comfort. A trigger-activated dual LED light with time delay illuminates work in poorly lit areas. The kit includes two MCL1620LB 2.0Ah batteries, a charger, and a carrying case.

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## REMOVES STUBBORN BOLTS

The **Astro Tools 1/2" and 3/8" ONYX Nano Angle Impact Wrenches**, Nos. 1832 and 1838, are designed to offer the power to remove stubborn bolts in difficult-to-reach areas. With a full head length of 3.46" and a long reach handle, these tools fit into confined spaces with a slim profile. The tools offer 415 ft-lbs of maximum torque and offer enough power for a variety of applications.

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## LIGHTWEIGHT, IMPACT-RESISTANT HOUSING

The **Aircat Pneumatic 1" Drive Low Weight Impact Wrench**, No. 1870-P, offers 2,100 ft-lbs of maximum torque for an impressive power to weight ratio, according to the company. This impact wrench has a lightweight, impact-resistant housing, combined friction ring, and through-hole socket retainers.

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## DESIGNED FOR HIGH-TORQUE APPLICATIONS

The **OEMTOOLS 20V MAX Li-ion Brushless Impact Wrench**, No. 24486, is designed for high-torque applications, like loosening and tightening lug nuts. Encased within the rugged exterior, the brushless motor provides 300 ft-lbs of nut busting torque, 260 ft-lbs of tightening torque, and a variable speed of 0 to 2,600 rpm. An electric brake stops rotation when the trigger is released. The rechargeable 4.0Ah Li-ion slide battery charges in two hours with the tool's charging station. The impact wrench weighs 9.28 lbs.

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## BRIGHT LED FOR ILLUMINATING LOW-LIT WORK AREAS

The **DeWalt XR 1/2" Mid-Range Impact Wrench with Tool Connect System**, No. DCF896, allows for tool control through its precision wrench and precision tap control features, as well as a variety of additional customizable settings within the tool connect app. This impact wrench offers up to 2,000 rpm, 3,100 impacts per minute, and a maximum torque of 330 ft-lbs in forward and 600 ft-lbs in reverse. At 6.95" in length and 3.48 lbs, it's a compact choice available in both Hog Ring and Detent Pin configurations. This wrench also features a brushless motor, variable speed trigger, convenient belt clip, and bright LED for illuminating low-lit work areas.

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## INCLUDES 6" EXTENDED ANVIL

**RPG's 1" Drive Mini Plus Impact Wrench** includes a 6" extended anvil and weighs 17.86 lbs. This tool features a three-position power setting, is powered by a durable twin hammer clutch, and delivers a nut-busting maximum torque of 2,600 ft-lbs and a free speed of 5,000 rpm. The impact tool is 19.2" in overall length and comes with a durable, rubber-coated side comfort grip for slip-free convenience and reduced fatigue.

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## CHARGES IN 30 MINUTES

The **Arconic Marson BT-3 Cordless Rivet Tool** is designed to offer stronger pulling force, longer stroke, and the ability to install larger fasteners. This rechargeable tool features a 3/16" to 1/4" capacity, 1.18" stroke length, 4,600 lbs pulling force, and a recharge time of approximately 30 minutes. The BT-3 includes nose tips for 5/32", 3/16", and 1/4" rivet sizes and is ideal for a wide range of uses, including construction, trailer, automotive, and more.

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## 270-DEGREE ADJUSTABLE GUARD

The **Cleco Right Angle Grinders** feature a 1.7hp motor designed for increased power and productivity. The grinders are designed to fit all Type 27, Type 27 threaded hub, and Type 1 abrasive discs. Notable features include quiet operation with rear exhaust overhose standard; ergonomic, anti-vibration handle; spindle lock for quick and easy abrasive changes; dual-layer, high-impact composite housing; and a 270-degree adjustable guard for improved access in tight spaces.

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## LOW RPM START

The **Wurth 3" Air Composite Polisher Kit**, No. 0703999012, features a compact, lightweight tool to polish in hard-to-reach areas. The composite body is durable and resistant to chemicals. It offers a speed control to give the user power adjustments on-demand without the need for an air regulator. The polisher has a low rpm start to ensure there are no surprise starts, and an exhaust valve at the base of the handle to ensure a disturbance-free work area. The kit includes the 3" air composite polisher, 3" hook and loop fastener backing pad with female threads, spanner wrench, and a blow molded case for easy storage. Polishing pads are not included.

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## DELIVERS 2,500 FT-LBS OF TORQUE

The **Michigan Pneumatic 1" Heavy Duty Impact Wrench**, No. MP-2740-ST, is designed for truck tire maintenance and repair, off-road construction equipment, and industrial maintenance operations. Features include 2,500 ft-lbs of torque, a friction ring and thru-hole anvil, fast run-down, and an adjustable dead handle. Available with a 6" or 8" extended anvil, Nos. MP-2740-ST-6 and MP-2740-ST-8.

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# DRIVING SALES

Power Tools and Air Tools

## ERGONOMIC DESIGN FOR COMFORT

The **Chicago Pneumatic Cordless Angle Grinder**, No. CP8345, combines efficient performance with a highly ergonomic design that maximizes comfort for end users. The CP8345 is compact and features a thin main grip and tight housing for enhanced handling and ease of operation. The 4.5" wheel size provides up to 8,500 rpm of grinding power, making it ideal for use in body shops, MRO applications, and for technicians working on light and heavy vehicles.

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## FEATURES INTERCHANGEABLE 3/8" AND 1/4" ANVILS

The **Makita 12V Max CXT Lithium-Ion 3/8" and 1/4" Square Drive Ratchet Kit**, No. RW01R1, is designed to loosen nuts and take the nut off the bolt. The ratchet features interchangeable 3/8" and 1/4" anvils for versatility and has a variable speed of 0-800 rpm for a wide range of fastening applications. The motor delivers 35 ft-lbs of max torque and when not engaged the ratchet can be used manually. The low-profile, lightweight design provides improved handling in tight spaces and overhead applications. The kit includes the ratchet, 12V Max CXT Li-ion 2.0Ah battery, charger, two anvils, and a tool bag.

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## HIGH PERFORMANCE 1/2" DRIVE AIR IMPACT WRENCH, NO. MPF990501

The **Mac Tools High Performance 1/2" Drive Air Impact Wrench**, No. MPF990501, offers a proprietary anvil forging process designed for long anvil life. This impact wrench features a removable and rechargeable trigger-activated light (charger included), variable-speed trigger for speed control, valve-lever designed for easy speed adjustment and forward handle design for comfort and balance. The compact magnesium housing provides lightweight durability, and a muffler pad helps provide noise reduction. This tool weighs 4.8 lbs and is 6.4" long.

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## INTERNAL OVER-TORQUE PROTECTION MECHANISM

The **OEMTOOLS R2 Rechargeable Speed Ratchets**, Nos. 24493 and 24494, are designed to speed up work for quick and easy fastening. They are rechargeable and include two 2,000 mAh Li-ion batteries for continuous use for less work interruptions to re-charge. An internal over-torque protection mechanism means less worry about over-tightening fasteners. The R2 Rechargeable Speed Ratchets are lightweight and have a low profile design for tight work areas. The two ratchets are available in 1/2" drive, No. 24493, and 3/8" drive, No. 24494.

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## LIGHT WEIGHT HELPS TAKE PRESSURE OFF HANDS

The **Airboss Air Tools Twin Hammer Impact Wrench**, No. AW-140P, offers 1,253 ft-lbs of maximum torque, weighs 4.9 lbs, and is 6.54" long. The motor is designed to offer a longer life. This impact is lightweight and helps reduce the hand pressure needed during use to improve work efficiency. The tool is ergonomically designed, able to sustain high pressure, and is made from green materials that are recyclable and environmentally friendly.

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on [VehicleServicePros.com](http://VehicleServicePros.com)

## EXTENDED REACH IN TIGHT SPACES

The **Milwaukee M12 FUEL Extended Reach Ratchets** feature a slim head profile with an extended neck that gives users a longer reach in tight spaces. The 3/8" ratchet, No. 2560-21, delivers up to 200 rpm and 55 ft-lbs, and the 1/4" ratchet, No. 2559-21, delivers up to 250 rpm and up to 40 ft-lbs. The M12 FUEL Extended Reach Ratchets also feature Milwaukee's Powerstate brushless motor, Redlithium battery pack, and Redlink Plus Intelligence hardware and software. A cast steel yoke housing and anvil materials provide a durable solution to withstand shop and jobsite use.

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## REMOVES DIFFICULT GLASS

The **Equalizer Blackhawk 20-Volt Battery Powered Auto Glass Cut-Out Knife**, No. BH2019, has a heavy duty 20A brushless motor to provide ample power for removing difficult glass. Its compact and lightweight design allows for maneuvering in tight areas, and the knife features a bright LED light to provide visibility in dark work areas.

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## FEATURES AN ELECTRONIC BRAKE

The **Ingersoll Rand W5133 IQV20 Series 3/8" Compact Impact Wrench** is designed to deliver 550 ft-lbs of nut-busting torque and 365 ft-lbs of maximum torque. It is 7" long, weighs 5.3 lbs, and has a tapered front end for greater access in tight spaces. Notable features include a variable-speed switch and electronic brake to increase control while using the tool, four forward power modes that operate at maximum reverse torque to avoid the need to switch tools for different tasks, and spark-free brushless technology and reinforced bushing that increases the lifespan of the motor.

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# DRIVING SALES

Power Tools and Air Tools

## CUSTOMIZABLE MODES HELP PREVENT OVER-TIGHTENING

The **Milwaukee Tool M18 FUEL 1/2" Ext. Anvil Controlled Torque Impact Wrench with ONE-KEY** is designed to deliver controlled torque output for fastening and up to 1,100 ft-lbs of nut-busting torque, allowing technicians to perform faster service without the hassle of pneumatic hoses, compressors, and torque sticks. It offers four customizable modes to prevent over-tightening by delivering fastening torque outputs for tire service on vehicles such as sedans, light trucks, and box trucks. It also features the company's proprietary Powerstate brushless motor, Redlithium XC5.0 battery pack, and Redlink Plus Intelligence hardware and software. It has a three-year warranty.

Enter #137 at "e-inquiry" on VehicleServicePros.com



## FEATURES A FLEXIBLE 59" HOSE

The **SP Air 1/8" Micro Grinder**, No. SP-1900, features a soft grip, a rear exhaust, and a flexible 59" hose.

The Micro Grinder can reach a free speed of 70,000 rpm and has an air consumption rate of 0.7 cfm. The dimensions are 5.5" long (without the hose) and 0.67" wide, with a weight of 0.77 lbs.

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## NON-REBOUND STRIKING MECHANISM

The **Hazet 3/8" Pneumatic Impact Ratchet**, No. 9021SR-1, is equipped with a non-rebound striking mechanism for low-impact work. The reaction-free behavior of the high performance twin hammer mechanism ensures maximum occupational safety. The tool is suitable for manual re-tightening for torques up to 191 ft-lbs and, due to its short total length of 6.2", it can be used in constricted spaces. The head is equipped with a rubber protective cover to protect from scratches and dirt. The tool also offers

a cold insulated handle that makes work with cold compressed air more comfortable.

The impact ratchet works at speeds up to 500 rpm.

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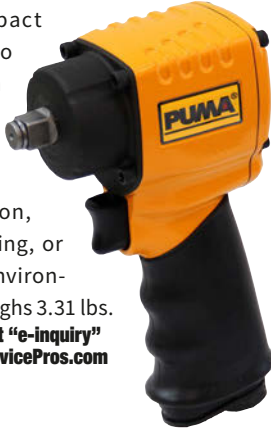


## REACHES 10,000 RPM OF FREE SPEED

The **Puma 1/2" Air Impact Wrench**, No. AT-5641, offers 480 ft-lbs of maximum torque and reaches 10,000 rpm of free speed. The tool features a stubby design and variable-speed trigger for compactness and speed control.

The air impact wrench also offers high durability and performance in production, manufacturing, or assembly environments. It weighs 3.31 lbs.

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## RAPID MATERIAL REMOVAL

The **AIRCAT 2.3 HP 5" Heavy Duty Angle Grinder**, No. 6380, features a 2.3 HP motor to provide rapid material removal and non-stall operation. The grinder contains a spring and steel ball throttle valve to ensure long life, reliability, and zero air leaks, says the company. The tool has a spindle lock feature that allows for faster wheel changeovers, as well as a rotational rear exhaust with internal silencing to reduce noise levels to 87 dBA. The vibration damped side assist handle provides the operator comfort with a low vibration level.

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## FOUR MODELS TO MEET USERS' PREFERENCES AND BUDGETS

The **Chicago Pneumatic CP7755 1/2" Impact Wrench Series** are designed to provide accurate power control with greater ergonomics and comfort.

The series offers four models that feature the patent pending power selection system in which power can be set to 5, 10, 15, 20, 25, 30, 35, 40, 45, 50, or 100 percent of the tool's maximum torque for a precise match with each job's requirements. The series also feature a flat-topped body shape, allowing the operator to conveniently pick each tool up from the floor by the hose without having to bend. The wrenches are lightweight, compact, and have low levels of vibrations.

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BY DAVID BRIERLEY,  
MANAGING EDITOR

920-563-1622

David@VehicleServicePros.com

# Out with the parts and **in with the tools**

Changes in the automotive landscape caused a change in career for this Georgia-based independent tool dealer.



**D**anny Jones has been an independent tool dealer in the Dalton, Georgia, area for the past 10 years. But prior to selling automotive tools, Jones sold automotive parts: ACDelco and Motorcraft parts, to be specific.

"The parts business kind of went away in about 2000 or 2002," Jones says. "I hung on there for seven or eight years, and in 2009 or 2010 I got to dabbling in tools pretty consistently, and [my next career] kind of blossomed from there."

Danny Jones Inc., Jones' mobile tool business, started off pretty small, Jones says. He was working out of a Ford E-250 van when he first started, but the operation has grown since then, and Jones now works out of a 2002 Freightliner FL70 with a GEARWRENCH wrap.

In the last decade, Jones has seen a number of changes to the tools industry, including the shift from pneumatic tools to battery powered options. He says this shift is also reflected in consumer spending.

"[Power tools] are big business now," Jones says. "I can count on one hand the number of air tools I've sold in the last six months, and I can't count on both hands and both feet the number of battery powered tools I've sold. They're selling 10-to-1 more than air tools are."

When it comes to customer spending, Jones notes that in the last few years he's noticed the shop owners and technicians on his route have "loosened up a bit." With interest rates low, technicians are spending more than they were in the late 2000s.

"Business is pretty good out there today," he says. Jones attributes part of his success as a mobile

*Jones says he covers about 700-800 miles per week in his Freightliner FL70.*

tool dealer to the fact that he's the only GEARWRENCH dealer in the area. He notes that there are flag tool trucks around, but says crossover is minimal.

"They're pretty strong competition, but they don't sell what I sell, and I don't sell what they sell," he explains.

When it comes to financing, Jones has found that it's better to do it himself.

"I've come to find out that the financing companies ... want to finance your stuff, but they want to charge 15 or 18 percent," he says. "People just aren't going to pay that ... [so] my wife and I just finance it ourselves."

The customers on Jones' route, who range from independent repair shops to dealership technicians, are mainly spread out amongst smaller towns in northwest Georgia. He travels as far south as Cedartown and Rockmart, and as far north as Chattanooga, Tennessee, covering about 700 to 800 miles per week.

That's a lot of miles and, looking to the future, Jones hopes to slow down a bit when he gets the opportunity to sell his business.

"I enjoy what I'm doing, I'm just ready to go play some golf and do some stuff like that," he says.

For now, however, Jones is content running his route and making the sales.

"I enjoy what I do," he says. "I truly enjoy what I do." **PD**

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