



# ENGINEERED SOLUTIONS

## Bulletin BES 00-14

Scan tools

**Subject:** Selecting a scan tool

**Vehicles Involved:** All

**Condition:** Stored DTCs (diagnostic trouble codes)

**Repair Procedure:** Retrieve trouble codes and perform function tests

The electronic age is upon us, and becoming involved no longer is an option. The fact that we repair automobiles as a profession dictates our involvement. The good news is that once we understand the operation and acquire the proper equipment, then the diagnosis becomes much simpler.

Since we are required to have expensive equipment to diagnose problems, we must charge for this service. In all repair facilities, bay time represents income. The faster the diagnosis, the faster the vehicle can be repaired, opening the bay for another paying customer. Customers who are concerned about quality seek technicians who are properly trained in the diagnosis and repair of their vehicles.

We can expect vendors to tell us what their scan tools can do. With this in mind, our job is to expose the systems and types of vehicles the scan tools **will not** work on.

Once you determine which vehicle systems you service, the process becomes easier. Do you service drivability? Do you service climate control? Do you service ride control? Do you service brakes? Do you service imports? The next step is to identify the features, advantages and benefits that are important to you. You may want to use the chart on the back of this bulletin. Make copies of the form so you will have one for each tool you will be evaluating.

Mark the areas that concern you. You may want to use this code: VI = very important, I = important, NI = not important. After completely filling out the form with the assistance of the tool representative, add up the VI's, I's and NI's. The sum of these columns should give you a very objective comparison to make a decision.

You may want to have the representative sign and date the comparison, to give it more credibility. Now that you have the necessary information to make your decision, all that's left is to make the purchase and let your customers know that you made the investment to provide state-of-the-art service to them.

Don't make the mistake of not telling your customers about your new capabilities. Letting them know will increase their confidence in you, and they might be more apt to tell their associates. Last but not least is to stay current and attend any seminars that will provide knowledge and/or a forum to communicate with other technicians.

## TOOL MFG

## MODEL

### FEATURES

	CHRYSLER	FORD	GM	HONDA
Which vehicles are accessible?	VI	VI	VI	VI
Does it perform bi-directional functions?	VI	VI	VI	VI
Are the instructions simple and understandable?	VI	VI	VI	VI
How many adapters are required to connect to vehicle?				
Are there any illustrations for guidance?				
Can it perform all functions for drivability?				
Can it perform all functions for ABS brakes?				
Can it perform all functions for climate control?				
Can it perform all functions for ride control?				
Can it perform all functions for the powertrain?				
How frequent are updates?	VI	VI	VI	VI
How will I be notified of updates?				
What is the current cost of updates?				
Is there local representation?				
What technical support is available? 800 #? Hold time?				
Is there a local dealer council to share information?				
Will it perform all OEM scan tool functions?				
What diagnostic information is provided?				
What diagnostic assistance is provided?				
Does it have a diagnostic tree?				
Does it show OEM specs with vehicle specs?				
Does it have a snapshot feature?				
What is the availability of parts/adapters?				
How durable is the unit?				
What is the size of the video screen?				
Is it user friendly?	VI	VI	VI	VI
What is the cost?				
What is the expected pay-back time?	VI	VI	VI	VI
What is the warranty?	VI	VI	VI	VI
Can a sine wave be viewed on the screen?				
<b>ADD THE TOTAL OF VERY IMPORTANT = VI</b>	TOTAL	TOTAL	TOTAL	TOTAL
<b>ADD THE TOTAL OF IMPORTANT = I</b>	TOTAL	TOTAL	TOTAL	TOTAL
<b>ADD THE TOTAL OF NOT IMPORTANT = NI</b>	TOTAL	TOTAL	TOTAL	TOTAL

CODE VI = VERY IMPORTANT I = IMPORTANT NI = NOT IMPORTANT