

SOFTWARE UPGRADE **17.4**

**PRICE BOOK**

OCTOBER 2017

[my.snapon.com](http://my.snapon.com)



IT'S WHAT'S INSIDE THAT MATTERS.

# SOFTWARE UPGRADE 17.4 HIGHLIGHTS

Exclusive access to SureTrack®, providing Real Fixes and verified parts replacement records from millions of successful repair orders\*\*

High-performance software that boots up in less than 5 seconds, providing results in as little as 30 seconds\*\*

Allows technicians to handle new OEM technologies like TPMS, Electric Steering, Safety Systems and Hybrid Power Systems

Techs can work on collision related systems like Lane Departure Warning System, Surround View Monitor, Park Assist and Electronic Parking Brake

Powerful bi-directional control features at techs' fingertips while viewing live data for "cause and effect" diagnostics

OEM-specific coverage for 100 vehicle systems and 49 OEMs (with European and Harley-Davidson coverage options) lets shops keep work in-house

Auto-ID means vehicles will identify themselves to the scan tool automatically, saving time and eliminating entry errors

One-Touch Code Scan assures a quick and complete health check in about 10 seconds, scanning all available systems for trouble codes in addition to letting technicians clear codes in all available systems with one simple touch, saving time and preventing comebacks

Convenient subscription-based access to the most comprehensive software available for Asian, European and domestic vehicles

Exclusive Fast-Track® Guided Component Tests\*\* show how to test, where to connect and what results to look for

Comprehensive support programs, including a Customer Care hotline, extended warranty, online Training Solutions® and long-term software upgrades

\*\* Eligible platforms only. See the Interactive Vehicle Application Guide for details at [diagnostics.snapon.com/17.4](http://diagnostics.snapon.com/17.4)

## What's New for Edge Series Owners

Exclusive quick access to common procedures, like TSBs, new oil specs and service interval resets

Read the VIN automatically upon connection to the vehicle with Instant ID for 2005 and newer models

Vehicle System Report, 2005 and newer Vehicles; see results for all available systems plus Global OBD-II codes and Readiness Monitors for a more complete view of vehicle systems. The Vehicle System Report may be printed in an attractive format as a customer takeaway

	SOLUS Edge	MODIS Edge	VERUS Edge
Instant ID (most 2005 and Newer)	X	X	X
Oil Change Specs and Service Resets		X	X
Vehicle System Report		X	X
Exclusive TSBs, Campaigns and Recalls			X



## NEW Sell Software Upgrades with CE+

Now you can sell both regular software upgrades and subscription enrollments using Chrome Express+. Enjoy the independence and freedom to have an assistant do the selling while you tend to other customers, plus save time and offer customers the ultimate convenience to download and install software 'over the air'.

For step-by-step instructions view the video in Chrome U at [my.snapon.com](http://my.snapon.com)

### Vehicle Software Coverage and Smart Vehicle Interface

P/N EAK0347L01A

List Price \$695

Offer diagnostics coverage for Harley-Davidson motorcycles compatible with Snap-on® diagnostic platforms with Upgrade 17.4. Platforms include ZEUS™ and VERUS®, VERDICT®, MODIS™, SOLUS™ and ETHOS® family platforms with current software.



Deliver comprehensive coverage for all major systems on 2000 and newer motorcycles, including: Engine, ABS, Hands-free, Security, Turn Signal, Hand Control Module, Body Controls, Instrument, Speedometer, Tachometer.

The Smart Vehicle Interface includes both Harley-Davidson adapters in one, and provides secure activation for scan tool software. A handy support hook helps keep the Smart Interface safe from hot pipes and moving parts.

Read and clear OEM-specific fault codes. Perform One-Touch Code Scan for all available systems. Display live data in digital and graphing views. Perform powerful functional tests.

Control vehicle systems and verify component operation with a wide range of functional tests, including: Throttle Position Test, Cruise Control Diagnostics, Idle Speed Adjust, Bleed Brakes, ABS Actuation, Fuel Pump, Turn Signals, Horn, Reset PIN, Reprogram Key Fobs, Alarm, Side Car Configuration, Dash Lights and LCD Segments, Speedometer, Tachometer and New Radio Configuration Coverage.

#### Customers Who Are Interested in This Coverage

- Motorcycle Repair Specialty Shops
- Technicians who do motorcycle side jobs
- Any technician who owns a Harley-Davidson

### SureTrack®: The Fastest Path to Fixed.

Expert information integrated in ZEUS and SOLUS Edge and all eligible VERUS, VERDICT and MODIS family products, with the latest Snap-on Software Upgrade. Simply connect the diagnostic tool to Wi-Fi to get Real Fixes and verified parts replacement records harvested from millions of actual repair orders.

Plus, all current software-supported ZEUS and the VERUS, VERDICT, MODIS and SOLUS family platforms receive six months web-based vehicle content and SureTrack Community.

*NOTE:* Online access requires authorization code, which is included on the customer's software purchase receipt.

Expert information that can help any tech, regardless of experience level:

- Verified parts replacement records showing successful fixes
- Expert information hot-linked directly from diagnostic trouble codes
- Exclusive insight based on experience from millions of repair orders
- Vehicle-specific fixes based on symptoms, codes and mileage
- Definitive, reliable answers, validated by SureTrack expert technicians

# SOFTWARE SUBSCRIPTION PROGRAM

## Avoid Gaps in Coverage and Get All New Features

- Includes continuous access to SureTrack for eligible platforms
- New platform or current software version customers enroll FREE!
- Flexible payment options
  - Weekly, monthly, annual, pre-pay/cash, direct debit, check
- Download software upgrades online
- Automatic renewal to month-to-month agreement after first year

## Best Weekly Payment Available

Snap-on® Software Subscription is perfect for payment sensitive customers.

Weekly Payment†	Subscription	SBEC	RA
Eligible VERUS Family, VERDICT and MODIS Family (Out-of-Date)	\$24.98	\$48.16	\$124.90
Eligible VERUS, VERDICT and MODIS Families (Loyalty and New)	\$24.98	\$36.59	\$94.90
Eligible SOLUS Family Platforms (Out-of-Date)	\$14.40	\$38.52	\$99.90
Eligible SOLUS Family Platforms (Loyalty and New)	\$14.40	\$21.17	\$54.90
Eligible ETHOS Family Platforms (Out-of-Date)	\$11.48	\$28.88	\$74.90
Eligible ETHOS Family Platforms (Loyalty and New)	\$11.48	\$17.98	\$44.90
<b>PLUS TAX, IF APPLICABLE.</b>			

## Big ROI for Small Investment

Snap-on Software Subscription annual savings over regular priced upgrades.

Software Subscription	1st Year Savings††	Ongoing Savings††
Eligible VERUS Family, VERDICT and MODIS Family (Out-of-Date)	\$600	\$599
Eligible VERUS Family, VERDICT and MODIS Family (Loyalty)	\$500	\$599
Eligible VERUS, VERDICT and MODIS Families (Loyalty and New)	\$599	\$599
Eligible SOLUS Family Platforms (Out-of-Date)	\$600	\$349
Eligible SOLUS Family Platforms (Loyalty)	\$250	\$349
Eligible SOLUS Family Platforms (New)	\$349	\$349
Eligible ETHOS Family Platforms (Out-of-Date)	\$551	\$301
Eligible ETHOS Family Platforms (Loyalty)	\$276	\$301
Eligible ETHOS Family Platforms (New)	\$301	\$301

## Before the Sale

### Opt-in to the Program

If you haven't signed up to sell subscription yet, contact your Snap-on Credit account manager.

### Review the Program

Integrated into Chrome and Chrome Express+, the process is similar to doing an EC. For step-by-step instructions for enrollments and trade-in, refer to the Quick Start Guide [EAZ0042L53A] or view the video in Chrome U at [my.snapon.com](http://my.snapon.com).

And, before selling software subscription for the first time, make sure to look through the Franchisee Guide to Software Subscription in the ScanBay Help section or at [my.snapon.com](http://my.snapon.com).

### Eligibility

Check specific platforms in this price book for subscription enrollment eligibility.

†† Weekly payments and year-over-year savings are estimated, does not include taxes and other charges, and is subject to change.

# SOFTWARE SUBSCRIPTION PROGRAM

(CONTINUED)

## Subscription Pre-Check Decision Tree

Use the guidelines below to determine if you need to perform a Pre-Check before writing a subscription.

Customer Credit Status	Recommended Action
Customer has an Active EC Account in Good Standing	Write contract and deliver software subscription.
Customer with Valid Open to Buy (O2B)	Write contract and deliver software subscription. If unsure of status, call Snap-on Credit.
Customer Account Balance Paid Out	Perform a Pre-Check Extended Credit (EC) application in Chrome by e-App before proceeding.
New Customer	Perform a Pre-Check EC application in Chrome by e-App before proceeding.
Business Customer	Pre-check not required.

## Estimating the Payment with Taxes

The customer's agreed upon payment field in Chrome will be automatically updated daily to include applicable sales tax.

## Streamline Enrollment

Gather customer information before beginning, such as personal and business address, email address, Social Security Number and Date of Birth.

If your customer is taking advantage of Direct Debit (payments direct from bank), then have handy the customer's bank name, address, account number and routing number.

## During the Sale

- New Enrollments - Select SUBS for Invoice Type
- Trade-in Enrollments - Select SUBS - [followed by the current Debtor Number] for Invoice Type
- Connect electronic signature pad BEFORE you start
- Refer to the Subscription Pre-Check Decision Tree
- Follow ScanBay prompts closely

## After the Sale: Why Customer Retention is Important

You've probably heard it all before, but it bears repeating: Attracting new customers will cost you 5 times more than keeping an existing customer.<sup>8</sup>

When a customer wants to leave a program it can be tough to talk them out of it, but use the tips and references below to persuade your customer that subscription is best for them and their shop's business success.

### Tips to keep your customers in the program:

One (1) month after enrollment

- Confirm that they received and opened their welcome package
- If they own a SureTrack eligible platform, ask them if they have taken advantage of it yet. If not, show them how
- Ask them if they have any questions

Three (3) months

- Thank them for their participation
- Confirm their happiness with the program

Six (6) months

- Check and make sure that they have downloaded and installed their latest service release
- Always deliver upgrades when they become available or show customers how they can get their software download online using ShopStream Connect™ (all products except VERUS and VERDICT, which perform the download automatically)
- Ask them how they like having the latest coverage all the time

## General

- You've been in the industry long enough to know that empathy works best, so just let your customer talk, and let them know you understand
- Customer satisfaction and program participation is important, so if it's a service issue, make the correction or pull in a Snap-on associate to help you fix it
- And NEVER bring up the idea of canceling because this is not in the best interest of your customer. Help them figure out how to remain in the program and get the most out of it

Information and Training for you is available in your Franchisee Guide to Software Subscription or view video training in Chrome U at the Franchisee Portal ([my.snapon.com](http://my.snapon.com))

Snap-on offers peace of mind and protection for some of your most valued business assets - your Snap-on diagnostic tools. Snap-on is proud to offer this comprehensive and flexible extended warranty coverage for ZEUS™ and the VERUS®, MODIS™, SOLUS™, ETHOS® and VANTAGE® families of products for an additional 12, 24 or 36 months<sup>||</sup> -it's your customer's choice.



**Here are some key reasons why the Extended Warranty Program is right for your customer:**

- Coverage as comprehensive as the original factory warranty
- Continuous protection for pennies a day

- Flexible financing available
- Protection against future parts and labor cost increases
- Increased resale value
- Can pay for itself in cost savings with just one repair
- Provides years of worry-free use
- 12, 24 or 36 month extended coverage<sup>||</sup>
- Genuine Snap-on service parts and expert service technicians
- Complimentary shipping and handling

The Snap-on Extended Warranty Program is the most comprehensive extended warranty in the business that offers the same complete coverage as the original warranty. Whether customers choose 12, 24 or the 36 month extension, this comprehensive protection remains the same!

<sup>||</sup> Extended Warranty Program available with new diagnostic tool purchases as well as any diagnostic tool while under its original Snap-on warranty.

**ZEUS™ Platform EEMS342EUR ..... \$11,695**

Requires a data package to activate Intelligent Diagnostics software

**ZEUS Live**

Includes three years of Intelligent Diagnostics software with complete data services, all available domestic, Asian and European upgrades, SureTrack and three year extended warranty..... \$4,860

**Subscription**

Includes one year of all available domestic, Asian and European upgrades, Intelligent Diagnostics software with complete data services and SureTrack

**Subscription Weekly Payment'<sup>†</sup>..... \$29**  
 Subscription Program (One Year)..... \$1,499

**Regular SBEC Weekly Payment ..... \$54**  
 Regular Upgrade - EESP342U1..... \$1,399

**Customer Loyalty SBEC Weekly Payment ..... \$40**  
 Loyalty Upgrade - EESP342U2 ..... \$1,049

**European Coverage Accessories**

European Adapters and Keys - EAK0351L02A.....\$350  
 European Keys Only - EAK0301B06B.....\$189.99

**Extended Warranty Pricing**

12 Month - EWZEUS1.....\$363.00  
 24 Month - EWZEUS241.....\$653.40  
 36 Month - EWZEUS361.....\$925.65

VERUS  
 MODIS  
 SOLUS  
 ETHOS  
 VANTAGE

<sup>††</sup> See back cover

# PLATFORM AND SOFTWARE UPGRADE LIST PRICES\*\*

(CONTINUED)

**VERUS<sup>®</sup> Edge Platform EEMS330 .....\$9,749**

**VERUS PRO Platform EEMS327 .....\$9,749**

**Subscription Weekly Payment<sup>†</sup>..... \$25**  
Subscription Program (One Year) ..... \$1,299

**Version 16.4 or Earlier SBEC Weekly Payment.....\$49**  
Regular Upgrade - EESP330U1/EESP327U1 ..... \$1,249

**Version 17.2 Customer Loyalty SBEC Weekly Payment..... \$37**  
Loyalty Upgrade - EESP330U2/EESP327U2 .....\$949

**Subscription Enrollment Fees**  
Version 16.4 or Earlier - EESP330S1/EESP327S1 .....\$299  
Version 17.2 Customer - EESP330S2/EESP327S2 ..... \$99  
New Platform or Current 17.4 Customer ..... NC

**European Coverage Activation - EESP330E/EESP327E .....\$649**  
European Adapters and Keys - EAK0301B07C.....\$350  
European Keys Only - EAK0301B06B.....\$189.99

**Extended Warranty Pricing**  
12 Month - EWVEREDG1/EWVERPRO1.....\$363.00  
24 Month - EWVEREDG241/EWVERPRO241.....\$653.40  
36 Month - EWVEREDG361/EWVERPRO361.....\$925.65

**VERDICT<sup>®</sup> Platform EEMS324 ..... \$7,845**

**Subscription Weekly Payment<sup>†</sup>..... \$25**  
Subscription Program (One Year) ..... \$1,299

**Version 16.4 or Earlier SBEC Weekly Payment..... \$49**  
Regular Upgrade - EESP324U1..... \$1,249

**Version 17.2 Customer Loyalty SBEC Weekly Payment..... \$37**  
Loyalty Upgrade - EESP324U2 .....\$949

**Subscription Enrollment Fees**  
Version 16.4 or Earlier - EESP324S1 .....\$299  
Version 17.2 Customer - EESP324S2..... \$99  
New Platform or Current 17.4 Customer ..... NC

**European Coverage Activation - EESP324E.....\$649**  
European Adapters and Keys - EAK0301B07C.....\$350  
European Keys Only - EAK0301B06B.....\$189.99

**Extended Warranty Pricing**  
12 Month - EWVRDICT1 .....\$363.00  
24 Month - EWVRDICT241.....\$653.40  
36 Month - EWVRDICT361.....\$925.65

**VERDICT Scan Platform EEMS326 ..... \$6,545**

See VERDICT section for VERDICT Scan software part numbers and pricing

# PLATFORM AND SOFTWARE UPGRADE LIST PRICES\*\*

(CONTINUED)

**MODIS Edge™ Platform EEMS341..... \$5,999**

**MODIS Ultra™ Platform EEMS328 ..... \$5,999**

**Subscription Weekly Payment†..... \$25**  
 Subscription Program (One Year)..... \$1,299

**Version 16.4 or Earlier SBEC Weekly Payment..... \$49**  
 Regular Upgrade - EESP341U1/EESP328U1 ..... \$1,249

**Version 17.2 Customer Loyalty SBEC Weekly Payment..... \$37**  
 Loyalty Upgrade - EESP341U2/EESP328U2 ..... \$949

**Subscription Enrollment Fees**  
 Version 16.4 or Earlier - EESP341S1/EESP328S1..... \$299  
 Version 17.2 Customer - EESP341S2/EESP328S2..... \$99  
 New Platform or Current 17.4 Customer ..... NC

**European Coverage Activation - EESP341E/EESP328E..... \$649**  
 European Adapters and Keys - EAK0301B07C..... \$350  
 European Keys Only - EAK0301B06B..... \$189.99

**Extended Warranty Pricing**  
 12 Month - EWMEDGE1/EWMULTRA1 ..... \$363.00  
 24 Month - EWMEDGE241/EWMULTRA241..... \$653.40  
 36 Month - EWMEDGE361/EWMULTRA361..... \$925.65

**SOLUS Edge™ Platform EESC320..... \$3,895**

**SOLUS Ultra® Platform EESC318 ..... \$3,895**

**Subscription Weekly Payment†..... \$15**  
 Subscription Program (One Year)..... \$749

**Version 16.4 or Earlier SBEC Weekly Payment..... \$39**  
 Regular Upgrade - EESP320U1/EESP318U1 ..... \$999

**Version 17.2 Customer Loyalty SBEC Weekly Payment..... \$22**  
 Loyalty Upgrade - EESP320U2/EESP318U2 ..... \$549

**Subscription Enrollment Fees**  
 Version 16.4 or Earlier - EESP320S1/EESP318S1..... \$199  
 Version 17.2 Customer - EESP320S2/EESP318S2..... \$99  
 New Platform or Current 17.4 Customer ..... NC

**European Coverage Activation - EESP320E/EESP318E..... \$649**  
 European Adapters and Keys - EAK0301B07C..... \$350  
 European Keys Only - EAK0301B06B..... \$189.99

**Extended Warranty Pricing**  
 12 Month - EWSEEDGE1/EWSULTRA1..... \$259.00  
 24 Month - EWSEEDGE241/EWSULTRA241..... \$466.20  
 36 Month - EWSEEDGE361/EWSULTRA361..... \$660.45



# PLATFORM AND SOFTWARE UPGRADE LIST PRICES\*\*

(CONTINUED)

**ETHOS® Edge Platform EESC332 ..... \$2,295**

**ETHOS PRO Platform EESC331..... \$2,295**

**ETHOS Plus Platform EESC319 ..... \$1,595**

**Subscription Weekly Payment'..... \$12**  
Subscription Program (One Year)..... \$597

**Version 16.4 or Earlier SBEC Weekly Payment ..... \$29**  
Regular Upgrade - EESP332U1/EESP331U1/EESP319U1.... \$749

**Version 17.2 Customer Loyalty SBEC Weekly Payment..... \$18**  
Loyalty Upgrade - EESP332U2/EESP331U2/EESP319U2...\$449

## Subscription Enrollment Fees

Version 16.4 or Earlier  
EESP332S1/EESP331S1/EESP319S1 ..... \$50  
Version 17.2 Customer  
EESP332S2/EESP331S2/EESP319S2..... \$25  
New Platform or Current 17.4 Customer ..... NC

## European Coverage Activation

**ETHOS Plus - EESP319E..... \$349**  
**ETHOS Edge and ETHOS PRO included with tool purchase**  
European Adapters and Keys - EAK0301B07C.....\$350  
European Keys Only - EAK0301B06B.....\$189.99

## Extended Warranty Pricing

12 Month - EWEEDGE1/EWEPRO1/EWETHOSP1..... \$155.00  
24 Month - EWEEDGE241/EWEPRO241/EWETHOSP241.. \$279.00  
36 Month - EWEEDGE361/EWEPRO361/EWETHOSP361... \$395.25

**ETHOS Tech EESC321 ..... \$2,995**

Three (3) years of software and warranty are included in this package price.

**VANTAGE® Ultra Platform EETM309 .....\$2,795**

**Version 16.4 or Earlier SBEC Weekly Payment.....\$17**  
Upgrade - EESP309U1.....\$439

## Extended Warranty Pricing

12 Month - EWVULTRA1..... \$259.00  
24 Month - EWVULTRA241 .....\$466.20  
36 Month - EWVULTRA361 .....\$660.45

## Vantage PRO Software EESP303##

**Version 16.4 or Earlier SBEC Weekly Payment.....\$17**  
Upgrade - EESP303U1.....\$439

**MICROSCAN® III EESC720 ..... \$399.95**

YEL/RED	
GRY/GRN	
GRN	
GRN	
PKL/GRN	
GRN/BLU	
GRN/GRN	
YEL/PRP	
BLU/WHI	
GRY/PRP	
GRN/WHI	
GRN/GRN	
PKL/GRN	
YEL/GRN	

### ZEUS, VERUS Edge, VERUS PRO, VERDICT

1. **Communication or Software Challenge?** Disconnect the scanner or wireless scan module from vehicle and restart the diagnostic suite.
2. **Other Communication Issues?** Try second Data Cable, OBD-II Adapter, if applicable. Verify the power LED on the Data Cable is illuminated (does not apply to VERUS). For ZEUS verify a green LED illuminates when you plug the compact scan module into the OBD connector of the vehicle. Verify vehicle has 12 volt and ground at the correct pin locations (pin #4 is ground and pin #16 is 12 volt on standard 16-pin OBD-II style connectors).
3. **Coverage Verification?** Check the software version on the tool and refer to the Interactive Vehicle Application Guide to verify coverage support of vehicle and system.
4. **General Performance Issues?** Check for viruses at [Snap4help.com/virus](http://Snap4help.com/virus) (except VERUS Edge).
5. **Wireless Scanner Calling for Keys?** Verify the wireless scan module is Bluetooth® paired to the scanner. On ZEUS a blue LED light will blink once the Compact Scan Module has connected to the platform.

### MODIS Edge, MODIS Ultra, SOLUS Edge, SOLUS Ultra, ETHOS Edge, ETHOS PRO, ETHOS Tech, ETHOS Plus

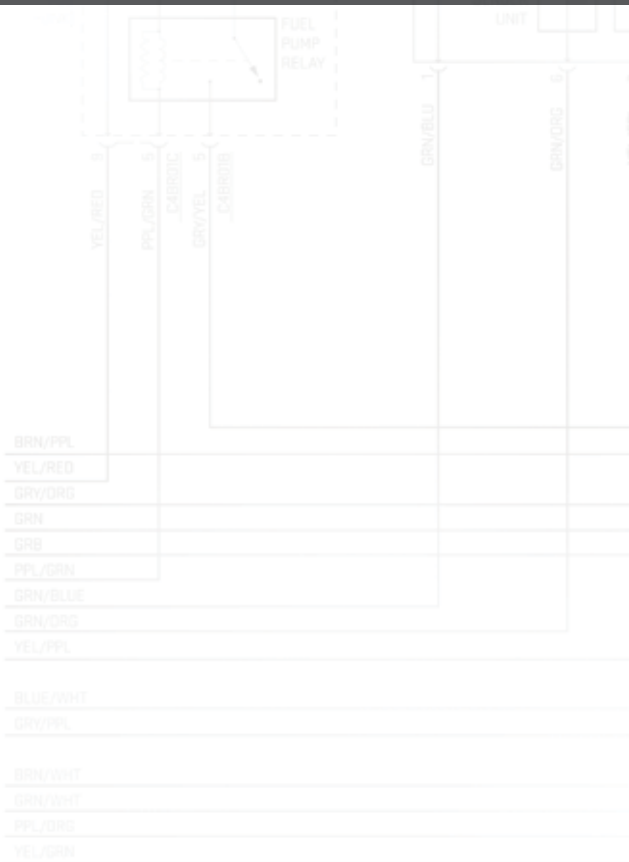
1. **Platform or Software Challenge?** Disconnect from vehicle, power off for at least 45 seconds and reboot the unit.
2. **Other Communication Issues?** Try second Data Cable. Verify the power LED on the Data Cable is illuminated which indicates the vehicle has 12 volt and ground at the correct pin locations (pin #4 is ground and pin #16 is 12 volt on standard 16-pin OBD-II style connectors).
3. **Coverage Verification?** Check the software version on the tool and refer to the Interactive Vehicle Application Guide to verify coverage support of vehicle and system.
4. **Unit is Locked Up or Will Not Power Down?** Press and hold the power button until unit powers down, then reboot.
5. **Correct Connection to Vehicle?** Verify Data Cable or vehicle-specific adapter being used match what is being requested by the software.

### Diagnostic Customer Care Center Contacts

FAQ Site - [diagnostics.snapon.com/faq](http://diagnostics.snapon.com/faq)

Email - [diagnostics\\_support@snapon.com](mailto:diagnostics_support@snapon.com)

Phone Number - (800) 424-7226



# UPGRADE 17.4

## The Most Powerful Diagnostics Today

For a complete run-down of available coverage, refer to the new Upgrade 17.4 Interactive Application Guide located at [diagnostics.snapon.com/17.4](http://diagnostics.snapon.com/17.4)

### \*Important Platform and Upgrade Reminder

VERDICT Scan Platform (EEMS326) does not include a meter

MICROSCAN III (EESC720)

already contains the ABS and enhanced engine codes, so an additional purchase of the upgrade (EESP717PRO) isn't necessary

Prices and availability subject to change without notice. List prices and weekly payments do not include Sales Tax

Some functions shown require an internet connection

### \*All Subscription Programs

Enrollment fee is separate and not eligible for weekly or monthly payment option. Rates and terms are subject to credit approval at time of sale and terms of the program and contract. Not everyone will be approved. Payment based on 12 month term for Subscription. Payment is estimated, does not include taxes and other charges, and is subject to change. Not all software products qualify.



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