



EXPANDED  
COVERAGE

EXPERT  
TIPS

GUIDED  
ANALYSIS

# EMPOWER ON

New and expanded coverage, expert tips, guided analysis, rapid access to critical resources, and solutions like pre- and post-scan reports that add more value to every job.

Faster, smarter fixes. Complete, confident repairs. Satisfied Customers.

Empower yourself. Power up. Power on.

GENERAL  
REPAIR

COLLISION  
REPAIR

# 18.4



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

# SOFTWARE UPGRADE 18.4 HIGHLIGHTS

## THE SNAP-ON® DIFFERENCE

Snap-on is the professional technician's #1 diagnostic aftermarket tool of choice. Our promise is the most valued productivity solutions in the world to deliver the answers customers need to handle new systems, new industry requirements and new challenges daily.

Shops, whether body, repair, glass replacement, used car dealerships or mobile diagnostic businesses, rely on Snap-on for the most comprehensive OEM-specific coverage, and innovative features and capabilities for hundreds of vehicle systems and 49 manufacturers to overcome the toughest obstacles found in shops today.



## SOLUTIONS TODAY FOR TOMORROW'S JOBS

### The Importance of Pre-scan and Post-scan Reports

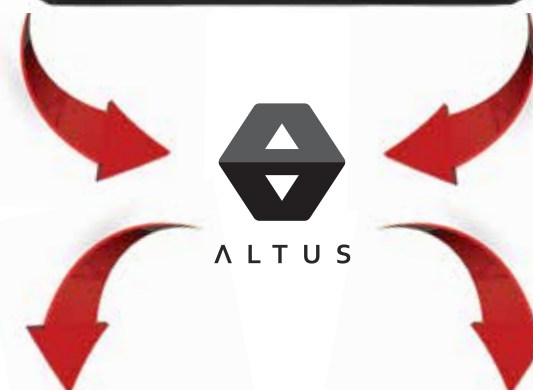
Performing a pre-scan vehicle system report spots any hidden issues and makes the customer aware of problems. The pre-scan code identification helps speed the diagnosis and repair.

When the customer picks up their vehicle the post-scan vehicle system report may be printed and given to them to confirm the original problems have been fixed, building trust and customer satisfaction.

## ALTUS™—The Ultimate Customer Connection\*\*

When connected to Wi-Fi and with 18.4 installed, you can use your scan tool to automatically upload each vehicle system report to the new AltusDrive.com to access from a phone or computer when needed.

Are you looking for that direct connection to your customers? With ALTUS you can share pre-scan vehicle system reports by text or email to get customers' okays for repairs quickly.



Pre-scan Report (Before)



Post-scan Report (After)

\*\*Eligible platforms only. See Features At-A-Glance on page 8

Take advantage of all that your tool can do  
by upgrading your software today!

# SOFTWARE UPGRADE 18.4 HIGHLIGHTS

## EMPOWER ON SALES WITH NEW AND IMPROVED COVERAGE

### What is the Opportunity in Collision Diagnosis and Repair?

Collision repair is not covered by a manufacturer's warranty, regardless of vehicle age. This is good news for shops because the repair may be done outside of the dealership. Furthermore, many insurance companies pay for pre- and post-scans, where scans are required by vehicle manufacturers. This provides new opportunities for business growth.

### Safety and Advanced Drivers Assistance Systems (ADAS)

Snap-on offers the most safety and ADAS coverage in the market today. In this new software you get more Vehicle Communications Systems, and now new Guided Component Tests targeted to this area of repair.

### More Vehicle Communications

In this release Snap-on adds new and enhanced coverage for Airbag, Intelligent Cruise Control, Collision Mitigation, Electronic Parking Brake, Head Up Display, Lane Departure Warning, Occupant Classification, Parking Assist, Radar Sensor Surround View Mirror and more.

### NEW Guided Component Tests

New to ADAS? Snap-on onboard CTM training and Guided Component Tests walk you through the process for pinpoint diagnosis:

- Adaptive Front Lighting
- Adjustable Pedal
- Blind Spot Detection Radar
- Blind Spot Warning System
- Center Display
- Electronic Parking Brake
- Forward Collision Warning System Unit
- Front and Rear Camera
- Intelligent Cruise Control
- Lane Departure Warning
- Object Detection
- Parking Assist
- Rain Sensors
- Steering Angle Sensor

## Continuous General Repair Innovation and Growth

You can be confident in the unparalleled breadth and depth of the general repair coverage Snap-on provides. Snap-on invests in the latest technology innovations, resources and aftermarket repair relationships to significantly expand vehicle systems coverage and strengthen tool capabilities.

### Onboard Capabilities\*\*

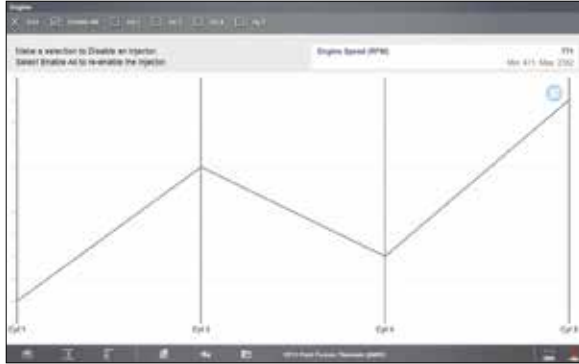
- Powerful **bi-directional control, plus scripted functional tests** to automatically run through multi-step tests in no time
- **Instant ID** means vehicles will identify themselves to the scan tool automatically, saving time and eliminating entry errors
- **One-Touch Code Scan** for a quick and complete health check of all available systems, plus clear codes with one touch, saving time and preventing comebacks
- The **Vehicle System Report** offers results for available systems plus Global OBD-II codes and Readiness Monitors for a more complete view of vehicle systems. Great for pre-scan and post-scan reporting to customers and insurance companies
- Exclusive **Fast-Track® Guided Component Tests\*\*** show how to test, where to connect and what results to look for
- **Component Test Meter (CTM) Training** including Power User Tests, How To's and more
- Exclusive access to **SureTrack®**, providing Real Fixes and verified parts replacement records from millions of successful repair orders
- **Intelligent Diagnostics\*\*** is software that guides you through every step needed to find the solution, while avoiding the steps you don't, displaying only relevant information to the specific vehicle and fault code
- Real-time **new and enhanced coverage** when and where you need it
- Continuous **software options** to get the most comprehensive software available for Asian, European and domestic vehicles
- Wide-ranging **support programs**, including a Customer Care hotline, extended warranty and online Training Solutions®

\*\*Eligible platforms only. See Features At-A-Glance on page 8

# SOFTWARE UPGRADE 18.4 HIGHLIGHTS

## EMPOWER ON SALES WITH NEW FEATURES

The new **Ford® Power Balance Display** is an updated user interface for the Ford Cylinder Contribution test that delivers a familiar look.



## ZEUS™, VERUS® and VERDICT® Platforms

**New Intuitive Systems Menu** offers categorized groups of commonly chosen systems, modules or procedures for quick and easy selection.



The new **Hi-Speed Wireless Vehicle Connection** connects to a vehicle in 15 seconds or less.



## Apollo D8™, MODIS Edge™, MODIS Ultra™ and SOLUS Edge™

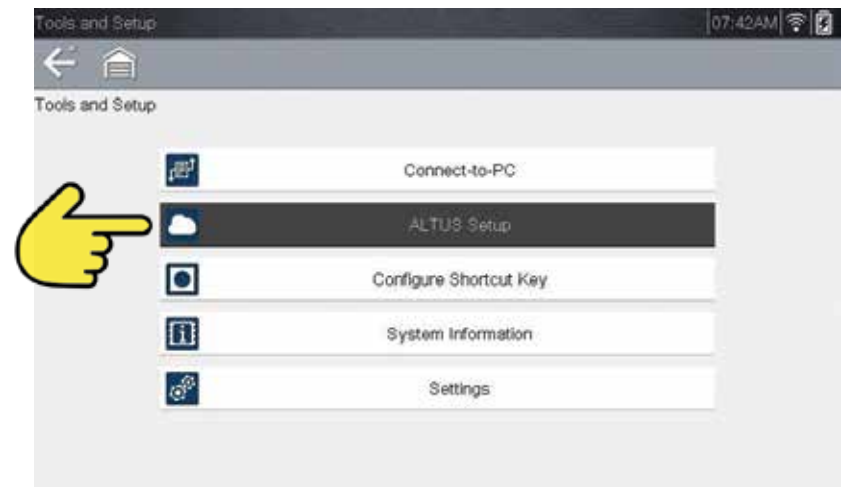
### Vehicle System Report with ALTUS™

is exclusively available for Apollo D8, MODIS Edge, MODIS Ultra and SOLUS Edge. When connected to Wi-Fi, your tool automatically uploads each pre-scan vehicle system report to the new AltusDrive.com. Reports are accessible from a phone or computer whenever needed.



If you are looking for that direct connection to customers you will love ALTUS because you can share pre-scan reports by text or email and get customers' okays for repairs quickly.

The new **Wi-Fi Wizard** walks you through the Wi-Fi and ALTUS connection process right out-of-the-box – a few steps and you're ready to go.



# FEATURES AT-A-GLANCE

PLATFORM FEATURES	ETHOS® Edge	SOLUS Edge™	Apollo D8™	MODIS Edge™	ZEUSTM™
COLOR DISPLAY SCREEN	5.6"	8"	8"	8"	10"
TOUCH SCREEN OPERATION	X	X	X	X	X
EXCLUSIVE INTELLIGENT DIAGNOSTICS* ACCESS			X		X
COVERAGE UPGRADE PROGRAM	X	X	X	X	X
INTUITIVE SYSTEM MENU					X
INSTANT ID	X	X	X	X	X
QUICK LOOK-UPS FROM HOME SCREEN	X	X	X	X	X
TIRE AND WHEEL SERVICE	X	X	X	X	X
OIL CHANGE SPECS AND RESETS	X	X	X	X	X
ONE-TOUCH CODE SCAN AND CLEAR	X	X	X	X	X
OEM-SPECIFIC FAULT CODES	X	X	X	X	X
FUNCTIONAL TESTS AND BI-DIRECTIONAL CONTROLS	X	X	X	X	X
RELEARNS AND ADAPTATIONS	X	X	X	X	X
SCOPE MULTIMETER				X	X
LIVE DATA GRAPHING (SCANNER AND/OR SCOPE)	X	X	X	X	X
SIDE-BY-SIDE CTM AND SCANNER VIEWING					X
EXCLUSIVE SURETRACK® EXPERT INFORMATION		X	X	X	X
EXCLUSIVE GUIDED COMPONENT TESTS				X	X
EXCLUSIVE TOPIC-SPECIFIC HELP					X
HI-SPEED WIRELESS VEHICLE CONNECTION					X
ONBOARD CTM TRAINING COURSES				X	X
WI-FI ENABLED	X	X	X	X	X
INTERNET BROWSER					X
CODE SCAN REPORT	X				
VEHICLE SYSTEM REPORT		X	X	X	X
CONNECT TO ALTUSTM DRIVE		X	X	X	
ONLINE SOFTWARE UPDATE VIA SHOPSTREAM™ CONNECT	X	X	X	X	
“OVER THE AIR” AUTOMATIC SOFTWARE UPDATE					X
SHOPKEY® REPAIR INFORMATION (OPTIONAL)					X
SHOPKEY MANAGEMENT SYSTEM (OPTIONAL)					X
INTERNAL 60GB SOLID STATE DRIVE					X
ONBOARD CAMERA					X
WIRELESS PRINTING					X
EMAIL SUPPORT					X
DOCKING HDMI PORT FOR EXTERNAL DISPLAY (OPTIONAL)					X
MICROSOFT® SECURITY ESSENTIALS					X
INSTALL YOUR OWN SOFTWARE APPLICATIONS					X

\*Applicable Software Required

## INTELLIGENT DIAGNOSTICS SOFTWARE

**Comprehensive enough to provide all the diagnostic and repair tips you need, smart enough to skip the ones you don't!**

All the functions and repair tips you need to diagnose, repair and manage any issue. But unlike any software before, it practically anticipates your next move by guiding you through every step needed to find the solution, while avoiding the steps you don't. It displays only the information that's relevant to the specific vehicle and fault code. From Technical Service Bulletins and scanner Smart Data to SureTrack® Expert Information, Intelligent Diagnostics is the most sophisticated and intuitive software we've ever created. Accessing all the Intelligent Diagnostics functions requires an applicable software agreement, which more than pays for itself through its depth of information and time savings.

*See pages 8-9 for eligible tools.*

## SURETRACK® – THE FASTEST PATH TO FIXED\*\*

Available in Snap-on diagnostic tools and online, SureTrack delivers expert information with the latest Snap-on Software Upgrade. Get Real Fixes and verified parts replacement records harvested from millions of actual repair orders.

New content is continually added and with the latest software you instantly access:

- 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

\*\*Eligible platforms only. See Features At-A-Glance on page 8

The screenshot displays the 'Intelligent Diagnostics' software interface. At the top, it shows 'Results for: Engine Code - P0171, Fuel System Too Lean Bank 1'. Below this, there are several sections:

- Technical Bulletins:** A card for 'Recalls, TSBs, OEM Campaigns' with a 'View All' link.
- Top Repairs:** A line graph showing repair frequency over 200k miles. The legend includes:
  - replaced intake manifold gasket (42)
  - replaced fuel filter (29)
  - replaced oxygen sensor (15)
  - replaced spark plug (12)
  - replaced fuel pump (5)
  - replaced mass airflow sensor (5)
- Smart Data:** A section for 'Code Specific Scanner Data' with a 'View a code related custom PID list where anomaly PID values are highlighted' option and a 'SureTrack' logo.
- Functional Tests & Reset Procedures:** A section for 'Code Specific Functional Tests and Reset Procedures' with a 'Command Functional Tests directly from your Scanner and perform related after repair Reset Procedures' option and a 'SureTrack' logo.
- Guided Component Tests:** A section for 'Code Specific Guided Component Tests' with a 'Test components quickly and accurately with Guided Component Tests that include component information' option and a 'SureTrack' logo.

Below these sections is a 'SureTrackID' section for a 'Real Fix - P0171, Replaced Fuel Filter' case. It includes:

- Complaint:** 'The customer states the check engine light is on.'
- Cause:** 'Connected a scan tool and found code P0171 - System Too Lean (Bank 1). Connected a fuel pressure gauge to the fuel rail, and found the measured fuel pressure was below the specified value with the ignition on and engine off. Connected the fuel pressure gauge to the fuel filter inlet, and found the measured fuel pressure was within specifications with the ignition on and engine off. Connected the fuel pressure gauge to the fuel filter outlet, and observed the measured fuel pressure was consistent with the low pressure recorded at the fuel rail, which indicated the fuel filter was restricted.'
- Correction:** 'Replaced the fuel filter, cleared codes, performed a road test and verified the vehicle operated properly. The check engine light did not illuminate and no fault codes returned.'

At the bottom, there are three cards: 'Real Fixes' (Related Real Fixes), 'Tips' (Industry Expert Information), and 'Repair Information' (OEM Repair Information).

## AVOID GAPS IN COVERAGE AND GET ALL NEW FEATURES

### Live Data Plan†

Multi-year plans for Intelligent Diagnostics software. Includes complete data services, all available domestic, Asian and European upgrades, SureTrack, plus one-year extended warranty included and online upgrades for eligible platforms. See Franchisee for specific platform plan terms.

### Single Coverage Upgrade

Six months of all available coverage for domestic, Asian and European vehicles, plus SureTrack.

*See pages 8-9 for eligible tools.*

† See back cover

## VEHICLE SOFTWARE COVERAGE AND SMART VEHICLE INTERFACE

Offer Harley-Davidson motorcycle diagnostics coverage for ZEUS™, Apollo D<sub>8</sub>™ 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 and more, such as obtaining the mileage at which a code was set with new Engine Extended DTC Data Coverage. And that's not all, get... Radio Configuration, 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 and Tachometer.



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 an additional 12, 24 or 36 months<sup>1</sup> – it's your choice.



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

- Coverage equal to 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>1</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 you choose 12, 24 or the 36 month extension, its universal protection remains the same!

<sup>1</sup> Extended Warranty Program available with new diagnostic tool purchases as well as any diagnostic tool while under its original Snap-on warranty



EMPOWER ON

# UPGRADE 18.4

For a complete run-down of available coverage, refer to the new Upgrade 18.4 Vehicle Coverage Guide located at [diagnostics.snapon.com/18.4](http://diagnostics.snapon.com/18.4)

Some functions shown require an internet connection

## † Live Data Plan

Data package is separate and may be included on EC. 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 contract term. Not all platform products qualify.

### Diagnostic Customer Care Center

Three ways to get support:

**WEB** [diagnostics.snapon.com/faq](http://diagnostics.snapon.com/faq)

**EMAIL** [diagnostics\\_support@snapon.com](mailto:diagnostics_support@snapon.com)

**PHONE** (800) 424-7226



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