



# Clear that 'check engine' with CAS-provided scan tools and support

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By SARAH WRIGHT | The Municipal

**Automotive systems continue to grow more complex. Passenger cars, light trucks, vans and buses — in addition to off-highway, agricultural and heavy-duty vehicles — are all computerized and controlled by multiple on-board ECUs. To properly diagnosis and get today's vehicles to factory standards, shops must have the proper factory scanner. These scanners allow workers to see all modules, read codes, clear codes, perform bi-directional testing and reprogramming.**

Getting the right tool can be a challenge. The internet offers many potential solutions, but it can be time-consuming to pore over search results and narrow them down to the best option. Even when finding a suitable scanner, there is no guarantee of support for the product. Alternatively, a fleet manager may approach the original equipment manufacturer, but might find a long wait to even talk to a human being. CAS, based out of New England, takes the wait out of the equation.

"We've been in business for over 25 years, and our real focus is on scan tools — whether Ford, GM, Chrysler, Honda, Nissan or many other OEM tools," John Jenkins, CAS president, said, noting that CAS offerings exceed the product itself. "We set it all up — on-site or remotely." This is something that OEMs rarely offer.

Additionally, CAS takes the challenge out of finding all the necessary scan tools. Some vehicles can be completely serviced with just one OEM tool, while other vehicles require multiple OEM software application for full vehicle coverage. Not only can CAS evaluate the

needs of your fleet, it can help with laptop configurations, software installation procedures, password tracking and subscription renewals. "We've done between 7,000 to 8,000 installations," Jenkins shared. "We are up to more than 20,000 subscriptions that we are tracking for our customers."

Subscription tracking ensures OEM tools continue to run uninterrupted by failing to meet a due date. CAS will add up a customer's subscriptions and clearly outline what is due. CAS will then write up a bill for these subscriptions, allowing customers to break up these subscriptions on a monthly basis with no interest involved.

"They can control the costs; they know the monthly cost," Jenkins said, adding CAS has taken it a step further by offering a coverage of tools. "If anything breaks this year on your tools, you will not get a bill. We will pay the bill for you. You've covered it. In fact, you've insured your tools and you've definitely locked the price of maintaining multiple scan tools over the next year."



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## Don't stall your fleet operations

CAS provides a complete support model for its customers, which sets it apart from competitors. Today, all factory tools are PC laptop based. It's one thing to have access to an IT department to repair hardware failures. It's quite another to have access to the experience to reload, reauthorize and reset passwords for multiple OEM applications. Additionally, it is impossible for fleets to maintain duplicates of OEM tools, so when a tool "goes down" operations halt until scanning tools are repaired.

Warranty service on laptops can take weeks, and repairs to OEM interface devices can take even longer. CAS is a Dell and Panasonic VAR allowing the company to provide turnkey packaged preloaded, authorized and ready-to-use laptops. All laptops are brand new with full manufacturer warranty. Fleet superintendents don't need to stress about their fleet operations stalling.

"Being able to just provide scan tools is really not what we think it's about today," Jenkins said. "You have to really be able to provide the support that goes after the sale. And that's really where we focus a lot of our time on. What can we do for a shop owner or fleet manager to make their life easier, to make the shops techs be able to use the tools?"

These loaners are available at no additional charge, highlighting CAS's desire to make fleet managers' and shop owners' lives easier.

## A full team behind you

CAS provides far more than its laptop loaner program and subscription tracking. It offers an experienced technical support team to ensure OEM tools are operational. From the company's "Live-on-Line" remote access program to its full-time tech support team and its industry-changing TAS annual support, customers will lessen stress and ensure that operations continue without a lot of downtime. Help is only a call away with no long wait.

Jenkins noted, "We cover all the bases, helping every fleet gain the most benefit from their OEM scan tools. All CAS employees are technically proficient on the OEM tools we offer and provide initial training on all products upon delivery."

In fact, CAS assigns each customer to a dedicated technical field representative who provides assistance when issues arrive. This is a major element that sets CAS apart. ■

Learn more about CAS and its offerings at [www.oemtools.com](http://www.oemtools.com). For a free analysis and proposal of tools required to service your fleet, contact CAS at (877) 263-4897.

