

Jr. Wade Service Bay

Clarksville, TN



Challenge: Busy truck service bay in need of a reliable heavy duty diagnostic tool that will make technicians more efficient when troubleshooting engine issues.

Solution: Panasonic Toughbook® 52 with Noregon's JPRO® Fleet Diagnostic Software Bundle and DLA+ Adapter.

Results: Service technicians have become 10x more efficient.

*To learn how
DataSource Mobility
can assist you in
deploying your
diagnostic tool call
931.266.4242*

Jr. Wade is a busy truck service bay located just outside of Nashville in Clarksville, Tennessee. They service approximately 25 heavy duty trucks a month and have seen an increase in business due to the extended length of time trucks are being kept on the road. To keep up with the increase in business, they needed a diagnostic tool that could stand up to the harsh environment of a service bay.

In the past, Jr. Wade was using a handheld scanner to diagnose engine problems. However, the scanner was not efficient because they had to change out cartridges, which slowed down their ability to troubleshoot technical problems, fix the truck and return to the customer in a timely fashion. In addition, the cartridges were always out of date and could not be updated without purchasing a new cartridge.

Jr. Wade contacted DataSource Mobility to assist them in the evaluation process of a diagnostic tool. After deploying a test unit in the field, Jr. Wade chose the Panasonic Toughbook 52 and the Noregon JPRO® Fleet Diagnostics solution. The Toughbook/JPRO® solution enable technicians to quickly diagnose the entire vehicle on one screen, not just a specific component that may or may not be the true cause of a reported problem.

The solution includes the JPRO® Fleet Service Software Bundle and a JPRO® DLA+ Interface Adapter from Noregon Systems, which is the most robust, reliable and user-friendly PC based heavy-duty diagnostic tool in the industry. Combined with the award-winning Panasonic Toughbook CF-52 laptop that will stand up to the dirtiest service bay environments.

The technicians like the solution because it is very user friendly and they were able to easily transition from the old technology to the new solution. Darren Beauscher, assistant to Jr. Wade adds, "It is much faster and efficient especially when trying to clear trouble codes."

The Noregon JPRO® solution and the Panasonic Toughbook have made the mechanics 10 times more efficient and helped Jr. Wade keep customers happy.

Due to the increase in efficiencies and being able to service the full range of diagnostic solutions, they estimate the solution will pay for itself in just a few months time.

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