



## Pocket Guide

Product. Pricing. Support.

**UNLEASH  
THE FULL POWER  
OF YOUR  
DIAGNOSTIC  
PLATFORM.**

It's time to tap in.

Software Upgrade  
October 2021  
[my.snapon.com](http://my.snapon.com)

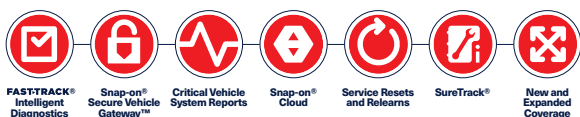
**21.4**



# SOFTWARE UPGRADE 21.4\*

## IT'S TIME TO TAP IN

Snap-on® is always connected with the needs of its customers, illustrated by a full century of revolutionary product development, engineered repair solutions and dedicated support that has repeatedly redefined the automotive service industry. You can be confident that a Snap-on diagnostic tool is always ready to serve customers with unparalleled breadth and depth in general and collision repair coverage. Snap-on has always been “on”, serving customers with leading-edge, innovative diagnostic solutions for more than 35 years.



## NEW COVERAGE HIGHLIGHTS

- **Automotive Update for Model Year 2021**  
Buick®, Cadillac®, Chevrolet®, GMC®, Mazda®, Hyundai®, Land Rover®, Infiniti®, Nissan®, Subaru®, Toyota®, Lexus®, Mitsubishi®, Volvo®
- **New manufacturer Genesis®** with new models: G70, G80, G90, GV70, GV80
- Alfa Romeo® **Engine special functions** for 2018-2020 Giulia and Stelvio
- BMW® **Rear-Axle Slip-Angle Control** and **Brake Flush, Front and Rear Brakes and Emissions test** to the Condition Based Servicing system (CBS)
- Jeep® special functions for **TPMS, ABS and Electric Power Steering** on 2017-2020 Jeep Compass
- Added **Engine Environmental Freeze Frame data** for Chrysler®, Dodge®, Jeep and RAM®
- Ford® F-Series **Suspension Ride Height calibration** and **Auxiliary Transmission Fluid Pump Priming**
- Harley Davidson® **BCM Replacement** and **Key Fobs Programming** for all 2002-2020 models
- Honda® **Lane Keep Assist** and **Freeze Frame data** for the 2014-2020 RLX
- Mercedes-Benz® **Air Conditioning** system added for 2013-2020 CLA and 2006-2020 SLK
- **Tire Pressure Monitoring Sensor** reset, **Battery Registering and Type** added for Toyota and Lexus models
- Volvo **Battery Register** special function for 2011-2020 S60 and 2015-2020 XC60

\* For more features information, see pages 4–18.

For new coverage detail, see the Vehicle Coverage Guide located at [snapon.com/vcguide](http://snapon.com/vcguide)

## NEW FEATURES AND ENHANCEMENTS

- Searching for Snap-on® Cloud records just got easier with **automatic license plate tagging** when uploading Vehicle System and ADAS Recalibration Reports
- **Find and access hundreds of on-tool Component Test Meter (CTM) classes quicker.** It takes just two clicks and can be found at the top of the Guided Component Test menu
- A useful **on-screen 'No Communication' message** is now provided to support the technician with troubleshooting
- Save double the number of custom PID lists. **Store up to 100 different PID lists** allowing technicians to revert back to previous settings effortlessly. Applicable to TRITON™, APOLLO™ and MODIS™ Series
- User interface upgrades:
  - **TRITON-D10™ and APOLLO-D9™ enhanced touchscreen responsiveness:** swipe, stop and select with ease
  - **TRITON-D10 scope navigation sensitivity** improvements for screen swiping

## SMARTER. FASTER. FIXED.

- **Fast-Track® Intelligent Diagnostics** guides users through every step needed to find the solution, while avoiding the steps they don't. It shows real fixes that are relevant to the fault code, highlights vehicle data that is out of expected range and provides filtered bi-directional tests, recalibrations, resets and relearns specific to the job at hand
- **Snap-on® Secure Vehicle Gateway™** provides direct access to vehicles right from the scan tool for 2018 and newer Fiat Chrysler Automobiles (FCA) models
- **Ethernet communications** support with applicable adapter for relevant Jaguar®, Land Rover and Volvo vehicles
- The **Vehicle System and ADAS Recalibration Reports** provide a useful summary for your customers of the diagnostic work carried out
- Access to the **Snap-on Cloud** for up-to-the-second online storage. Archive, reference, retrieve and communicate Vehicle System Reports, thermal images and more to customers, colleagues, insurance companies
- Exclusive access to **SureTrack®**, providing Real Fixes and verified parts replacement records from millions of successful repair orders
- Exclusive **Guided Component Tests** show how to test, where to connect and what results to look for
- **Guided Component Test Training** with over 70 topics and hundreds of on-tool courses ranging from 5-30 minutes, including Power User Tests, How To's and more
- **Software plans** to get the most comprehensive coverage and features
- Wide-ranging **support programs**, including a Customer Care hotline, extended warranty and free comprehensive online **Training and Support**

# SOFTWARE UPGRADE 21.4\*



## FAST-TRACK INTELLIGENT DIAGNOSTICS

With Fast-Track Intelligent Diagnostics you don't have to be a master tech to perform like one.

It saves time by guiding the technician directly to the fix and eliminating guesswork. It also offers the extra assurances of SureTrack expert information, "Smart Data," and quick access to functional tests and resets—within a highly intuitive user interface that's simple to learn and operate.

### Smarter.

Your customers' jobs call for having all the right answers every time they make a repair. But for that they need the right diagnostic tool and software — from a company and representative they can trust.

### Faster.

Fast-Track® Intelligent Diagnostics provides the information and resources they need to get the job done with filtered codes and vehicle-specific data to help find the right fix fast.

### Fixed.

Everything they need, and nothing they don't. For *that* specific issue on *that* specific vehicle. All right there, when and where they need it.

#### Hardware

Designed to withstand the rigors of the shop environment, Snap-on® hardware offers sleek, sophisticated design, a four-way thumb pad for quick navigation, color touchscreen display and wireless compatibility for more productivity in the bay.

#### Software

Advanced graphing features and OEM-level data, with up to 16 live data parameters on screen at a time — plus access to all data parameters when you need them, ensuring a seamless workflow.



#### Experience-Based Software

Optimized for workflow, with SureTrack® delivering verified parts replacement records and Real Fixes — and Smart Data for relevant vehicle and code-specific PIDS.

#### Unmatched Customer Support

Industry-best Snap-on Customer Care, plus 24/7 online training and support, industry-focused national online training, flexible financing and exclusive access to the Snap-on® Cloud.

**Snap-on**

SEE THE DEMO AT [SNAPON.COM/INTELLIGENTDIAGNOSTICS-NA](http://SNAPON.COM/INTELLIGENTDIAGNOSTICS-NA)

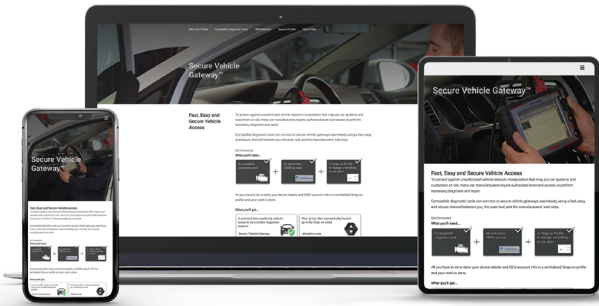
\* For more features information, see pages 4–18.

For new coverage detail, see the Vehicle Coverage Guide located at [snapon.com/vcguide](http://snapon.com/vcguide)



## SNAP-ON SECURE VEHICLE GATEWAY

Automobile manufacturers are developing solutions to protect their vehicles' networks from unauthorized access, including potential cyber-attacks. Fiat Chrysler Automobiles (FCA) uses a secure gateway module on a selection of their 2018 and newer model vehicles. For those vehicles with the secure gateway module, access to certain diagnostic functions requires registration and authentication through an approved device for all aftermarket scan tools.



All FCA secure gateway compliant solutions require device and user registration through AUTOAUTH. The Snap-on Secure Vehicle Gateway is designed to help navigate through this new process.

For more information, contact a participating Snap-on Franchisee or other sales representative or visit [snapon.com/gateway](https://www.snapon.com/gateway)

# SOFTWARE UPGRADE 21.4\*



## CRITICAL VEHICLE SYSTEM REPORTS

### Vehicle System Reports

Speedy Approvals, Repairs and Payment

Fast and accurate communications to customers and insurance providers move repairs along faster, speeding up the time it takes to finish the job and get paid.

Vehicle System Reports may be labeled “Pre-scan” or “Post-scan” by the technician to clearly identify before and after results.

**Pre-scan:** Spots hidden issues, documents diagnostic results for shop's customer, builds trust and speeds customer repair approval.

**Post-scan:** Illustrates repair success, conveys shop's service value, emphasizes shop's focus on customer care, aids customer satisfaction and quickens insurance processing.

Reports are automatically uploaded to the Snap-on Cloud and also can be printed, emailed or viewed online.

### ADAS Recalibration Reports

After performing one or more recalibrations the tool generates a report that identifies the vehicle, the system and date of recalibration. It also provides space for input values and detailed results.

Now shops can show complete recalibration for one or many systems on just one report.

Available on ZEUS® and VERUS® Edge, TRITON Series, APOLLO Series, MODIS Series, SOLUS Legend™ and SOLUS Edge™.

**ADAS Recalibration Report**  
2016 Chevrolet Tahoe (WHD) Demo 5.3L V8 (LS3)  
VIN: 1GCVUHEB000000000  
Customer: John Doe  
License: ABC1234  
December 20, 2020 4:51 PM

Camera System - Front View  
Vehicle (Detection Camera Learn (Learn))

Input Values	Results

Scanner Test  
Result (Status): Completed

Equipment Used and Additional Notes

**Overall Results**  
 Pass  Fail

Inspector: \_\_\_\_\_ Technician: \_\_\_\_\_  
Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
Quality: \_\_\_\_\_

\* For more features information, see pages 4–18.

For new coverage detail, see the Vehicle Coverage Guide located at [snapon.com/vcguide](http://snapon.com/vcguide)



## SNAP-ON CLOUD

With Wi-Fi and a Snap-on tool with the newest software installed, automatically upload and access images, Vehicle System Reports and more from the Snap-on Cloud using a smart phone, tablet or PC.

### Capture

- **Capture and Auto-load Reports:** With the most current Snap-on software loaded on a tool, users can capture Vehicle System Reports on a ZEUS, TRITON Series, APOLLO Series, VERUS Edge, MODIS Series, SOLUS Legend and SOLUS Edge
- **Automatic Screenshot** uploads to Snap-on Cloud for ZEUS, VERUS Edge, TRITON Series, APOLLO Series, MODIS Series, SOLUS Legend and SOLUS Edge. And ZEUS, VERUS Edge or Diagnostic Thermal Imager owners can store pictures in the cloud, too
- **Direct Repair Order linkage:** Create permanent links directly to the saved image or Vehicle System Report, which can be added to and accessed from shop management software

### Categorize

- **Mark Files:** Identify images as “known good” or “known bad”
- **Tag Files:** File tagging makes keyword search fast for future reference
- **Get files:** Retrieve by customer name, VIN or sort by date allowing for easy retrieval

### Collaborate

- **Compare and Share:** Use with others to facilitate diagnosis and repair
- **Be the Expert:** Share “known good” or “known bad” images

### Communicate

- **My Network:** Add up to 20 contacts and easily share files
- **Flexible Sharing:** Communicate Vehicle System Reports and images via text or email
- **Speed It Up:** Shops can share pre-scan reports and images with customers to receive quick repair approvals, and post-scans with insurance companies to confirm OEM repair requirements have been met

## SOFTWARE UPGRADE 21.4\*



### SERVICE RESETS AND RELEARNS

The **Service Resets & Relearns** feature is a Snap-on exclusive. It provides procedures like functional tests, but it also checks Top Repairs from SureTrack expert information plus Technical Service Bulletins (TSBs) to offer a complete fix. With this feature you can be confident when in the midst of replacing a component, the tool's software will automatically return any services that must be performed in order to successfully complete the repair, whether it is to the repaired component itself and/or associated components.



Professional technicians can now view Snap-on Service Resets and Relearns quick tip videos on its website at: [snapon.com/SRR-NA](https://snapon.com/SRR-NA)

Published each month and available free of charge, each episode offers a smart approach to a faster and more comprehensive solution to complete vehicle repairs.

### Award Winning Service Resets & Relearns

Snap-on has received the People's Choice Awards in the 2020 Professional Tool & Equipment News (PTEN) Innovation Award program for its Service Resets & Relearns feature in the repair information category.





**SURETRACK**



# **SURETRACK**<sup>®</sup>

THE FASTEST PATH TO FIXED

**Over 40 Million  
SureTrack Real Fixes!**

**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

Visit [suretrackblog.com](http://suretrackblog.com) to show customers successful solutions resolved by SureTrack and its community members!

\* For more features information, see pages 4–18.

For new coverage detail, see the Vehicle Coverage Guide located at [snapon.com/vcguide](http://snapon.com/vcguide)

# SOFTWARE UPGRADE 21.4\*



## NEW AND EXPANDED COVERAGE

### Motorcycle

Get the Snap-on quality and expertise techs already know and trust in auto coverage with motorcycle coverage, to take on bike diagnostic jobs confidently and effortlessly.



- Comprehensive OEM-specific coverage for nine domestic, Asian and European makes
- Comprehensive diagnostics with codes, live data graphing, functional tests, relearns and adaptations
- Accelerate maintenance tasks with special functions like brake bleeding, service light reset, compression tests and fuel tank drain
- PLUS! Automotive coverage for 47 domestic, Asian and European vehicles as far back as 1980

Motorcycle coverage optional. Separate adapter purchase required for SOLUS Legend and ETHOS® Edge.

## SOFTWARE TRAINING OPTIONS

### ON-TOOL TRAINING VIDEOS

The TRITON-D10 and APOLLO-D9 have on-tool training and support videos to get users up and running quickly, guaranteeing peak performance the day they turn on their tool.

For more information visit: [snaapon.com/on-tool-na](https://snaapon.com/on-tool-na)



### ON-TOOL CTM TRAINING COURSES

Customers can take advantage of hundreds of Component Test Meter (CTM) on-tool training courses on over 70 topics to help users learn everything they need to know for component testing. These courses range from 5 -30 minutes and include Power User Tests, How To's and more. For more information visit: [snaapon.com/ctm-training-na](https://snaapon.com/ctm-training-na)

### ONLINE TRAINING & SUPPORT

Training and Support provides everything you need for product support, training and useful tips. Just select your product to access our Knowledge Base of questions and answers for your diagnostic platform. Find general help, troubleshooting tips, scanner and scope operation as well as instructional videos from expert technicians. For more information visit:

[snaapon.com/training-na](https://snaapon.com/training-na)

### NATIONAL ONLINE TRAINING - LIVE WEBINARS

Encourage your customers to join our national trainers for live online industry topics and new product training. Multiple sessions are available each week.

For more information visit: [snaapon.com/ot-na](https://snaapon.com/ot-na)

\* For more features information, see pages 4–18.

For new coverage detail, see the Vehicle Coverage Guide located at [snaapon.com/vcguide](https://snaapon.com/vcguide)

# FEATURES AT-A-GLANCE

Platform Features	
Experience-based Software	FAST-TRACK INTELLIGENT DIAGNOSTICS
	SURETRACK EXPERT INFORMATION WITH WI-FI & CURRENT SOFTWARE
	SNAP-ON CLOUD AUTO FILE & SCREEN CAPTURE UPLOAD WITH CURRENT SOFTWARE
	OEM TSBs, CAMPAIGNS & RECALLS WITH CURRENT SOFTWARE
	EXCLUSIVE PRESET PID TRIGGERS
	DATA MANAGER APPLICATION FOR VEHICLE RECORDS
	SHOPKEY® REPAIR INFORMATION & MANAGEMENT SYSTEM (OPTIONAL)
	PERFORMS RELEARNS & INITIALIZATIONS
Software	MOTORCYCLE & AUTOMOTIVE COVERAGE
	LIVE DATA GRAPHING (SCANNER AND/OR SCOPE)
	FUNCTIONAL TESTS & BI-DIRECTIONAL CONTROLS
	SECURE VEHICLE GATEWAY
	ETHERNET COMMUNICATIONS SUPPORT
	VEHICLE SYSTEM REPORT WITH PRE-/POST-SCAN OPTION
	ADAS RECALIBRATION REPORT
	RECORDS ALL PIDS - WHILE ON OR OFF SCREEN
	FAST-TRACK GUIDED COMPONENT TESTS
	WAVEFORM LIBRARY AND KNOWN GOOD TEST VALUES
Support	SOFTWARE SUBSCRIPTION
	PREPAID SOFTWARE PLAN
	ONLINE SOFTWARE UPDATE VIA SHOPSTREAM CONNECT
	OVER-AIR AUTOMATIC SOFTWARE UPDATE
	ONLINE PLATFORM TRAINING COURSES
	ONBOARD GUIDED COMPONENT TESTS TRAINING COURSES
Hardware	<6-SECOND BOOT-UP
	WI-FI
	CAMERA ID
	INSTANT ID WHEN CONNECTED TO VEHICLE
	HOTKEY FOR INSTANT SCREEN SHOTS
	WIRELESS SCAN MODULE
	BUILT IN CAMERA
	OPEN WEB BROWSER
	WIRELESS PRINTING
	HIGH-SPEED LAB SCOPE
IGNITION SCOPE CAPABILITIES	

<sup>1</sup> TSBs provided are specific to the code only      <sup>4</sup> Print reports using Snap-on Cloud  
<sup>2</sup> PID trigger function has to be manually set      - current software required  
<sup>3</sup> Requires additional accessories

	ZEUS®	TRITON-D10™	APOLLO-D9™	SOLUS Legend™
	●	●	●	
	●	●	●	●
	●	●	●	●
	●	● <sup>1</sup>	● <sup>1</sup>	
	●	●	●	● <sup>2</sup>
	●			
	●			
	●	●	●	●
				●
	●	●	●	●
	●	●	●	●
	●	●	●	●
	● <sup>3</sup>	●	●	● <sup>3</sup>
	●	●	●	●
	●	● <sup>4</sup>	● <sup>4</sup>	● <sup>4</sup>
	●	●	●	●
	●	●		
	●	●	●	●
	1YR OR 3YR	1YR	1YR	
				●
	●	●	●	
	●	●	●	●
	●	●		
		●	●	●
	●	●	●	●
	●			
	●			
	●			
	●	● <sup>4</sup>	● <sup>4</sup>	● <sup>4</sup>
	4-CHANNEL	2-CHANNEL		
	●			

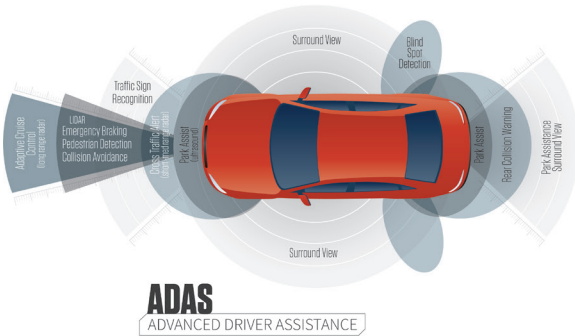
For more product comparison detail, visit [my.snapon.com](http://my.snapon.com) in the Diagnostics section, just click the Sales Support Files link and then refer to the "Software Upgrade Materials" section.

# WHAT YOU NEED TO KNOW ABOUT ADAS

## ADAS IS HERE. ARE YOUR SHOPS AND TECHS READY?

### What is ADAS?

Commonly referred to as drivers' aids or safety systems, Advanced Driver Assistance Systems (ADAS) create a better driving experience by helping drivers navigate challenges as well as protect them and others from harmful actions and collisions. These systems include, but are not limited to, lane departure warning, collision warning, adaptive cruise control, adaptive light control, automatic braking, automatic parking and blind spot detection.



Both collision and general repair shops perform common jobs, from windshield replacement, body work and wheel alignments to everyday component failure and replacement. Relatedly a shop needs to recalibrate these systems to get the vehicle back on the road safely.



What is Needed to Perform ADAS Recalibrations?

- **Snap-on Diagnostic Platform**

Snap-on ADAS coverage handles all recalibration types

- **Initialization**

An operation where the scan tool communicates directly with the vehicle to complete the recalibration

- **Dynamic**

A vehicle recalibrates itself using roadside markers. Following scan tool instructions Technicians drive a vehicle to complete the recalibration. This is most common for American made vehicles

- **Static Recalibration and Targets\***

Static recalibration requires a Snap-on diagnostic platform and OEM-compliant physical targets to recalibrate cameras or sensors. Targets are different for every make, model and type of sensor. Asian and European vehicles often require this type of recalibration.

- **The EZ ADAS™ Recalibration System**

The EZ ADAS Recalibration System is a target placement system, sold through John Bean®, designed to support Snap-on scan tools when performing Static recalibration. This product is part of the Tech Lead brokerage program\*

- **ShopKey® Pro Repair Information System**

The ShopKey Pro Repair information system can complement the diagnostic tool's coverage before the repair by identifying ADAS systems present that require recalibration in a vehicle

\* EZ ADAS Recalibration System leads must be submitted using the Chrome Tech Lead process to receive brokerage. Contact your local John Bean representative or refer to the lead brokerage card for more information.

## SOFTWARE OPTIONS

- **SOFTWARE SUBSCRIPTION PROGRAM** with continuous software upgrades supplies domestic, Asian and optional European coverage, plus SureTrack and online software upgrades. Fast-Track Intelligent Diagnostics-enabled products receive complete data services
- **FAST-TRACK INTELLIGENT DIAGNOSTICS PREPAID PLANS** include complete data services, domestic, Asian and European coverage, SureTrack and online upgrades
  - One (1) Year Plan available for ZEUS, TRITON Series, APOLLO Series
  - ZEUS Three (3) Year Plan offers prepaid plan services and coverage, plus a one (1) year extended warranty
- **SINGLE SOFTWARE UPGRADE** offers six (6) months of domestic, Asian and optional European coverage, plus SureTrack

For pricing and availability see pages 19–27

---

### HAVE PREPAID CUSTOMERS WITH UPCOMING EXPIRING PLANS?

Get a jump on it and refer to your Opportunity List in the Franchisee Portal to identify customers with plans expiring in the near future. The list highlights those who have expired as well as those nearest to expiring and provides a visual of the opportunities to renew in the next 90 days.

See pages 30-33 to learn how to renew customers on a new Prepaid Plan or Subscription.

## EXTENDED WARRANTY PROTECTION

Snap-on offers peace of mind and protection for some of your customer's most valued business assets – their 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>†</sup> — it's your customer's choice.

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

- 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>†</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, offering the same complete coverage as the original warranty. Whether customers choose 12, 24 or the 36 month extension, its universal 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

## ENHANCED COVERAGE

### ETHERNET COMMUNICATION

Most Snap-on diagnostic scan tools now offer Ethernet access for those Jaguar, Land Rover and Volvo models that require it.

Ethernet-enabled adapters are required to harness this capability in the tool.

ZEUS and VERUS Edge  
EESM306 Compact Scan Module  
Part Number EAK0355L05A.....\$895.00



TRITON-Dg®, APOLLO-Dg™, MODIS Edge™, MODIS Ultra™,  
SOLUS Edge, SOLUS Legend, ETHOS Edge, P1000™  
OBD-II/DaIP Data Cable with Light  
Part Number EAX0072L17A.....\$199.95



**LIST PRICE\***

**PLATFORMS AND SOFTWARE UPGRADES  
FAST-TRACK INTELLIGENT DIAGNOSTICS**



**ZEUS Platform EEMS342EUR ..... \$9,995**

Requires Prepaid Plan or Subscription to activate Fast-Track  
Intelligent Diagnostics

**Software Options** – descriptions on page 16

3-year Prepaid Plan ..... \$4,860

1-year Prepaid Plan..... \$1,499

Software Subscription Program..... \$1,099

Weekly Payment \$22

**Single Software Upgrade**

From Version 20.4 or earlier – EESP342U1 ..... \$1,399

From Version 21.2 – EESP342U2 ..... \$1,049

SBEC Weekly Payment \$40

**European Coverage Accessories**

European Adapters and Keys – EAK0351L02B..... \$361

European Keys Only – EAK0301B06B..... \$198.50

**Extended Warranty**

12 Month – EWZEUS1..... \$363.00

24 Month – EWZEUS241 ..... \$653.40

36 Month – EWZEUS361 ..... \$925.65

\*† See back cover

# LIST PRICE\*\*†

## PLATFORMS AND SOFTWARE UPGRADES FAST-TRACK INTELLIGENT DIAGNOSTICS

**TRITON-D<sub>10</sub> Platform EEMS344EUR..... \$6,195**

**TRITON-D<sub>8</sub> Platform EEMS343EUR..... \$5,995**

Requires Prepaid Plan or Subscription to activate Fast-Track Intelligent Diagnostics

### Software Options – descriptions on page 16

1-year Prepaid Plan..... \$1,499

Software Subscription Program..... \$975  
Weekly Payment \$19

### Single Software Upgrade

From Version 20.4 – EESP343U1 ..... \$1,399

From Version 21.2 – EESP343U2 ..... \$1,049

SBEC Weekly Payment \$40

### European Coverage Accessories

European Adapters and Keys – EAK0301B07D ..... \$366

European Keys Only – EAK0301B06B..... \$198.50

### Extended Warranty

12 Month – EWTRN101/EWTRITN1 ..... \$363.00

24 Month – EWTRN10241/EWTRITN241..... \$653.40

36 Month – EWTRN10361/EWTRITN361 ..... \$925.65





**APOLLO-D<sub>3</sub> Platform EESC335EUR..... \$4,995**

**APOLLO-D<sub>3</sub> Platform EESC333EUR..... \$4,995**

Requires Prepaid Plan or Subscription to activate Fast-Track Intelligent Diagnostics

**Software Options** – descriptions on page 16

1-year Prepaid Plan..... \$899

Software Subscription Program.....\$699  
Weekly Payment \$14

Single Software Upgrade

From Version 20.4 or earlier – EESP333U1/EESP335U1.....\$1,049  
SBEC Weekly Payment \$42

From Version 21.2 – EESP333U2/EESP335U2.....\$599  
SBEC Weekly Payment \$23

**European Coverage Accessories**

European Adapters and Keys – EAK0301B07D .....\$366  
European Keys Only – EAK0301B06B.....\$198.50

**Extended Warranty**

12 Month – EWAPOLL1/EWAPOL91 .....\$259.00  
24 Month – EWAPOLL241/EWAPOL9241 .....\$466.20  
36 Month – EWAPOLL361/EWAPOL9361.....\$660.45

\*† See back cover

**VERUS Edge Software EESP330##**

**Software Options** – descriptions on page 16

Software Subscription Program.....	\$900
Weekly Payment \$18	

Single Software Upgrade

From Version 20.4 or earlier – EESP330U1 .....	\$1,249
SBEC Weekly Payment \$49	
From Version 21.2 – EESP330U2 .....	\$949
SBEC Weekly Payment \$37	

<b>European Coverage Activation</b> – EESP330E .....	\$649
European Adapters and Keys – EAK0301B07D .....	\$366
European Keys Only – EAK0301B06B.....	\$198.50



## MODIS Edge Software EESP341##

## MODIS Ultra Software EESP328##

**Software Options** – descriptions on page 16

Software Subscription Program.....\$900  
Weekly Payment \$18

### Single Software Upgrade

From Version 20.4 or earlier – EESP341U1/EESP328U1 .....\$1,249  
SBEC Weekly Payment \$49

From Version 21.2 – EESP341U2/EESP328U2 .....\$949  
SBEC Weekly Payment \$37

**European Coverage Activation** – EESP341E/EESP328E.....\$649

European Adapters and Keys – EAK0301B07D .....\$366

European Keys Only – EAK0301B06B.....\$198.50



\*† See back cover

# LIST PRICE\*\*†

## PLATFORMS AND SOFTWARE UPGRADES



**SOLUS Legend Platform EESC336EUR..... \$3,295**

**SOLUS Edge Software EESP320##**

**SOLUS Ultra Software EESP318##**

**Software Options** – descriptions on page 16

Software Subscription Program..... \$549  
 Weekly Payment \$11

**Single Software Upgrade**

From Version 20.4 or earlier –

EESP336U1/EESP320U1/EESP318U1..... \$999

SBEC Weekly Payment \$39

From Version 21.2 – EESP336U2/EESP320U2/EESP318U2..... \$549

SBEC Weekly Payment \$22

**European Coverage Activation** – EESP320E/EESP318E..... \$649

European Adapters and Keys – EAK0301B07D ..... \$366

European Keys Only – EAK0301B06B..... \$198.50

**Extended Warranty**

12 Month – EWSLEG1 ..... \$259.00

24 Month – EWSLEG241..... \$466.20

36 Month – EWSLEG361 ..... \$660.45

**ETHOS Edge Platform EESC332 ..... \$2,595**

**ETHOS PRO Software EESP331##**

**ETHOS Tech Software EESP321##**

**ETHOS Plus Software EESP319##**

**Software Options** – descriptions on page 16

Software Subscription Program.....\$467  
Weekly Payment \$9

Single Software Upgrade

From Version 20.4 or earlier

EESP332U1/EESP331U1/EESP321U1/EESP319U1 ..... \$749

SBEC Weekly Payment \$29

From Version 21.2

EESP332U2/EESP331U2/EESP321U2/EESP319U2.....\$449

SBEC Weekly Payment \$18

**European Coverage Activation and Accessories**

ETHOS Plus – EESP319E.....\$349

ETHOS Edge included with tool purchase

European Adapters and Keys – EAK0301B07D .....\$366

European Keys Only – EAK0301B06B.....\$198.50

**Extended Warranty**

12 Month – EWEEDGE1 ..... \$207.00

24 Month – EWEEDGE241.....\$372.60

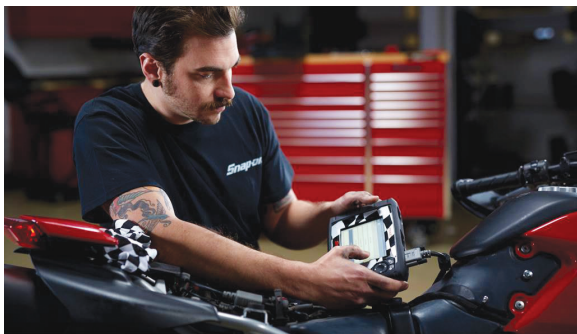
36 Month – EWEEDGE361 .....\$528.26



\*† See back cover

**LIST PRICE**<sup>\*†</sup>

PLATFORMS AND SOFTWARE UPGRADES



### **P1000 Software EESP334##**

**Software Options** – descriptions on page 16

Software Subscription Program.....\$467  
Weekly Payment \$9

---

Single Software Upgrade

From Version 20.4 or earlier

EESP334U1..... \$749

SBEC Weekly Payment \$29

From Version 21.2

EESP334U2.....\$449

SBEC Weekly Payment \$18

## Harley-Davidson® Vehicle Software and Smart Vehicle Interface

For ZEUS and TRITON, APOLLO, VERUS, MODIS, SOLUS, ETHOS Series

EAK0347L01A .....\$705

**VANTAGE® Legend Platform EETM345 ..... \$2,795**

## VANTAGE Ultra Software EESP309##

Single software upgrade is good for one year of complete coverage.

From Version 20.4 or earlier – EESP345U1/EESP309U1.....\$439

SBEC Weekly Payment \$17

### Extended Warranty

12 Month – EWWNLEG1 .....\$259.00

24 Month – EWWNLEG241.....\$466.20

36 Month – EWWNLEG361 .....\$660.45

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



\*† See back cover

# SUBSCRIPTION ENROLLMENT WITH EC PURCHASE<sup>5</sup>

## **ZEUS and VERUS Edge**

1. From Chrome, select EC or the customer's existing EC number from the Account Type dropdown menu
2. Choose Promo ID and select OK
3. Select Yes, when prompted if you would like to start a Subscription
4. Add Item(s): diagnostics platform part number item
5. Select the EC Contract tab in Chrome
6. Check on Add Subscriptions check box
7. Select Subscription from the list of promotions displayed
8. Once ScanBay™ button becomes active, launch ScanBay
9. Choose ZEUS in Select Product window and follow prompts
10. Boot the ZEUS diagnostic tool, then insert your ScanBay USB (memory stick), and remove it after the USB stick scans the device and the onscreen "completed" message displays
11. Insert the USB stick into your Chrome laptop PC and click Next in ScanBay screen
12. Confirm if the subscription is for an individual or for a business, select Next to continue
13. Read Before You Begin screen and confirm you possess the required information listed on the screen before you continue
14. Follow prompts to see qualifying software, selected product, price and any accessories to be added to the order (note: if added here, the accessories will be added to the EC)
15. Select Finish
16. Back in Chrome Customer Order tab, confirm Terms in its EC tab and line items in the Line Items tab
17. Select Print Contract
18. Complete the Subscription contract including signatures. Select Print/Submit button. Confirm submit to SOC by selecting Yes
19. Print or Save the contract now
20. Next, the EC contract is presented. Complete with signatures. Select Print/Submit button. Confirm submit to SOC by selecting Yes.
21. Print or Save the contract
22. In the Submit Contract window select Submit Now or Submit Next Business Day
23. Back in Chrome, select Complete Order
24. In the Complete Order window, select to Print, Save or Email the order
25. If a newer software version is available for the device or it needs activation, a ScanBay message appears and offers to program the device
26. Follow prompts and when device programming is complete select Finish
27. The process is complete

<sup>5</sup> When reopening a signed BSOEC to add another signature to complete the agreement, the platform must be available for programming.

## **TRITON, APOLLO, MODIS, SOLUS, ETHOS Series and P1000**

1. From Chrome, select EC or the customer's existing EC number from the Account Type dropdown menu
2. Choose Promo ID and select OK
3. Select Yes, when prompted if you would like to start a Subscription
4. Add Item(s): diagnostics platform part number item
5. Select EC Contract tab
6. Click on Add Subscription checkbox
7. Select Subscription from the list of promotions displayed
8. Once ScanBay button becomes active, launch ScanBay
9. Select All Other Diagnostic Families/Products
10. Boot the diagnostic tool, and from the home screen select Tools, then Connect-to-PC. Connect a USB cable between the tool and your Chrome laptop PC
11. When Chrome laptop scans the device and displays the message "completed". Follow prompts to see qualifying software
12. Confirm if the subscription is for an individual or for a business, select Next to continue
13. Read Before You Begin screen and confirm you possess the required information listed on the screen before you continue
14. Follow prompts to see qualifying software, selected product, price and any accessories to be added to the order (note: if added here, the accessories will be added to the EC)
15. Select Finish
16. Back in Chrome Customer Order tab, confirm Terms in its EC tab and line items in the Line Items tab
17. Select Print Contract
18. Complete the Subscription contract including signatures. Select Print/Submit button. Confirm submit to SOC by selecting Yes
19. Print or Save the contract now
20. Next, the EC contract is presented. Complete with signatures. Select Print/Submit button. Confirm submit to SOC by selecting Yes.
21. Print or Save the contract
22. In the Submit Contract window select Submit Now or Submit Next Business Day
23. Back in Chrome, select Complete Order
24. In the Complete Order window, select to Print, Save or Email the order
25. If a newer software version is available for the device or it needs activation, a ScanBay message appears and offers to program the device
26. Follow prompts and when device programming is complete select Finish
27. The process is complete

### **SEE IT IN MOTION**

Refer to [help.snapon.com](http://help.snapon.com) to view a video that takes you step-by-step through the process.

<sup>5</sup> When reopening a signed BSOEC to add another signature to complete the agreement, the platform must be available for programming.

# HOW TO ENROLL AN EXPIRING PREPAID PLATFORM IN SUBSCRIPTION

**Up to 14 days prior to a customer's Prepaid Plan expiration you can enroll the unit into a Subscription**

## **ZEUS**

1. From Chrome, select Subscription from the Account Type dropdown menu
2. Select Yes, when prompted if you would like to start a Subscription
3. Select Subscription from the list of promotions displayed
4. Launch ScanBay from Chrome
5. Select applicable product or product family
6. Boot the diagnostic tool, then Insert your ScanBay USB (memory stick), and remove it after the USB stick scans the device and the onscreen "completed" message displays
7. Insert the USB stick into your Chrome laptop PC. Follow prompts to see qualifying software
8. Confirm the subscription is for an individual or for a business, select Next to continue
9. Read and confirm you have the information listed on the screen before you continue, (customer contact information, bank routing numbers, etc.)
10. Connect the electronic signature pad to your Chrome laptop, then select Next to continue
11. Select Renew Subscription and select Next
12. Follow prompts to review and confirm the pricing and subscription details. Select Finish to perform the Subscription contract signing
13. From your Chrome sales system, select Print Contract
14. Complete all the required fields  
Make sure to scroll down to view all the fields
15. Have the customer sign the contract using the electronic signature pad and select OK to approve. Exit to return to Chrome
16. If a newer software version is available for the device, a ScanBay message appears and offers to program the device

### **TRITON and APOLLO Series**

1. From Chrome, select Subscription from the Account Type dropdown menu
2. Select Yes, when prompted if you would like to start a Subscription
3. Select Subscription from the list of promotions displayed
4. Launch ScanBay from Chrome
5. Select All Other Diagnostic Families/Products
6. Boot the diagnostic tool, and from the home screen select Tools, then Connect-to-PC. Connect a USB cable between the tool and your Chrome laptop PC
7. When Chrome laptop scans the device and displays the message “completed”, follow prompts to see qualifying software
8. Confirm the subscription is for an individual or for a business, select Next to continue
9. Read and confirm you have the information listed on the screen before you continue, (customer contact information, bank routing numbers, etc.)
10. Connect the electronic signature pad to your Chrome laptop, then select Next to continue
11. Select Renew Subscription and select Next
12. Follow prompts to review and confirm the pricing and subscription details. Select Finish to perform the Subscription contract signing
13. From your Chrome sales system, select Print Contract
14. Complete all the required fields  
Make sure to scroll down to view all the fields
15. Have the customer sign the contract using the electronic signature pad and select OK to approve. Exit to return to Chrome
16. If a newer software version is available for the device, a ScanBay message appears and offers to program the device

Find detailed instructions available in ScanBay Help or the Franchisee Portal

# AUTOMATED SUBSCRIPTION TRADE-IN

## **Remove Original Device from Software Subscription Program and Enroll New Platform in Software Subscription Program**

1. Log into Chrome
2. Select the customer, start a new order and for Trade-In select previous subscription/Debtor ID in Account Type  
SUB – [followed by the current Debtor Number]

### **Subscribe New Device**

3. Connect new device
4. Launch ScanBay
5. Select the subscription product and any accessories to be added to the order
6. In the next windows follow the prompts to review your selection
7. Select Finish to complete the Agreement

### **Complete SUB Contract**

8. On the Subscription tab, review the estimated Monthly Payment. Select Print Contract to open and display the Subscription Contract
9. Enter optional Direct Debit information
10. Follow prompts to open, review, sign and complete the Contract (similar to the EC process). Click Print/Submit
11. Close the contract PDF window

### **Programming New Device**

12. Choose the Complete Order button to continue the transaction
13. ScanBay wizard screens are displayed. Follow the prompts to complete software programming

### **Unsubscribe Old Device**

ScanBay will auto-detect and display the platform type and serial number to trade-in

### **Complete RA Order**

After selecting Finish, you are returned to Chrome where the subscription enrollment fee and accessories for the newly enrolled device are displayed on a separate RA order. Review, add more items and complete the sale

### **Most Important Step**

Perform ScanBay Sync to communicate transaction to ScanBay

### **Place New ZEUS and TRITON or APOLLO Series on Fast-Track Intelligent Diagnostics Plan at Platform Purchase**

1. Log into Chrome
2. Select the customer, start a new order and select RA or EC Account Type
3. Launch ScanBay
4. Select Product
5. Connect new device
6. Select Activate or Upgrade option
7. Select Data Plan
8. Follow ScanBay prompts
9. Connect device being traded in to unsubscribe and select Next
10. The ScanBay wizard provides prompts to complete the transaction

### **Most Important Step**

Perform ScanBay Sync to communicate transaction to ScanBay

## HOW TO RENEW A PREPAID PLAN

**Up to 90 days prior to a customer's Prepaid Plan expiration you can perform a renewal using a new Prepaid Plan**

### **ZEUS**

1. Launch ScanBay from Chrome and select applicable product or product family
2. Boot the diagnostic tool. Insert your ScanBay USB (memory stick), then remove it after the USB stick scans the device and the onscreen "completed" message displays
3. Insert the USB stick into your Chrome laptop PC. Follow prompts to see qualifying software
4. Select Activate or Upgrade Customer Unit
5. Next select Renew Prepaid Plan and change the pricing if needed
6. Follow prompts to review and confirm the upgrade, details of the Prepaid Plan Renewal and customer information
7. The Prepaid Plan Renewal process is complete. Select Finish to exit and return to Chrome

**EVERYTHING  
YOU NEED.  
NOTHING  
YOU DONT.**

### **TRITON and APOLLO Series**

1. Launch ScanBay from Chrome and select All Other Diagnostic Families/Products
2. Boot the diagnostic tool, and from the home screen select Tools, then Connect-to-PC. Connect a USB cable between the tool and your Chrome laptop PC
3. When Chrome laptop scans the device and displays the message “completed”, follow prompts to see qualifying software
4. Select Activate or Upgrade Customer Unit
5. Next select Renew Prepaid Plan and change the pricing if needed
6. Follow prompts to review and confirm the upgrade, check upgrade details of the Prepaid Plan Renewal and customer information
7. The Prepaid Plan Renewal process is complete. Select Finish to exit and return to Chrome

Find detailed instructions available in ScanBay Help or the Franchisee Portal

# INSTALL SOFTWARE UPGRADES FASTER

## ScanBay Software Upgrade using MicroSD Card

### TRITON, APOLLO, MODIS, SOLUS, ETHOS, VANTAGE Series and P1000

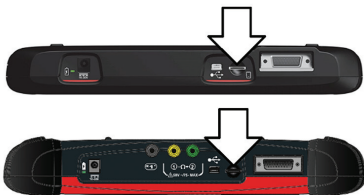
The following instructions describe how to upgrade diagnostic tool software using the tool's MicroSD card and your Chrome/ScanBay laptop.

#### IMPORTANT! Read Before Proceeding

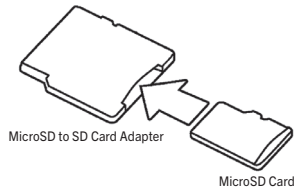
- Secure digital cards (MicroSD, SD, etc.) are sensitive to electrostatic discharges (ESD) and can easily be damaged by static electricity. Before handling the card, ground yourself by touching a metal object that is grounded to discharge any static electricity
- To perform this upgrade a MicroSD-to-SD card adapter is required
- The diagnostic tool must be powered by the AC power supply during the upgrade process. If the tool loses power during the upgrade process, the tool may be damaged
- The diagnostic tool MUST have been placed into Connect-to-PC mode with its MicroSD card inserted
- Do NOT turn the diagnostic tool on BEFORE inserting the card. The diagnostic tool MUST be off when the card is inserted
- The diagnostic tool is inoperable without the MicroSD card. Do not lose, damage, or allow the card to fall into the housing during removal or installation
- Be careful when inserting the Micro SD card into the diagnostic tool. If the card is inserted at an angle the card may be damaged

#### Upgrade Instructions

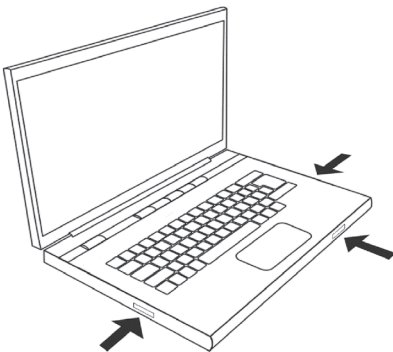
1. Turn off the diagnostic tool
2. Remove the MicroSD card from the diagnostic tool by gently pressing it down and then releasing. The card will pop-up and can be removed



3. Insert the MicroSD card into the MicroSD-to-SD card adapter. Make sure the lock switch on the card adapter is off



4. If required, remove the SD slot protector (simulated card) from the Chrome/ScanBay laptop card slot, then insert the MicroSD-to-SD card adapter (with MicroSD card) into the laptop card slot
5. Start ScanBay and complete the software upgrade delivery process
6. After the upgrade is complete, remove the MicroSD-to-SD card adapter from the laptop, and remove the MicroSD card from the adapter
7. With the diagnostic tool off, insert the MicroSD card into the diagnostic tool
8. Connect the AC power supply to the diagnostic tool. The tool will automatically turn on
9. Follow the on-screen prompts to complete the upgrade installation process on the diagnostic tool
10. If required, reinstall the SD slot protector (simulated card) into the laptop SD card slot to prevent damage



# ON-VAN TROUBLESHOOTING

## **ZEUS, VERUS Edge**

- 1. Communication or Software Challenge?** Disconnect the wireless scan module from vehicle and power off for at least 45 seconds then reboot the unit
- 2. Other Communication Issues?** Try second DA-4 Cable (except ZEUS). Verify the power LED on the DA-4 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 Vehicle Coverage Guide to verify coverage support of vehicle and system. Find the guide at [snapon.com/vcguide](http://snapon.com/vcguide)
- 4. General Performance Issues?** Check for viruses at [Snap4help.com/virus](http://Snap4help.com/virus) or perform a Microsoft Security Essentials scan. Recommend to customer that they reboot the platform everyday (Note: Sleep and Wake is NOT a reboot)
- 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

# CHECK THESE QUICK TIPS BEFORE CALLING DIAGNOSTIC CUSTOMER CARE CENTER.

## **TRITON, APOLLO, MODIS, SOLUS, ETHOS Series and P1000**

- 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 DA-4, DA-5, and/or Smart Vehicle Interface 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 Vehicle Coverage Guide to verify coverage support of vehicle and system. Find the guide at [snacon.com/vcguide](http://snacon.com/vcguide)
- 4. Unit is Locked Up or Will Not Power Down?** Press and hold the power button until unit powers down, then reboot. After connecting to the vehicle wait for a second beep before navigating to the vehicle selection in the scanner
- 5. Correct Connection to Vehicle?** Verify Data Cable or vehicle-specific adapter being used match what is being requested by the software



## CELEBRATING A CENTURY OF ENDLESS INNOVATION

For a complete run-down of available coverage, refer to the  
Vehicle Coverage Guide located at [snaon.com/vcguide](http://snaon.com/vcguide)

### **\*Important Platform and Upgrade Reminder**

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

### **<sup>†</sup>Software Subscription Program**

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

### **<sup>†</sup>Fast-Track Intelligent Diagnostics Prepaid 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 Training & Support

[snaon.com/training-na](http://snaon.com/training-na)

[snaon.com/faq-na](http://snaon.com/faq-na)

[diagnostics\\_support@snaon.com](mailto:diagnostics_support@snaon.com)

(800) 424-7226

[snaon.com/diagnostics-na](http://snaon.com/diagnostics-na)

Snap-on is a trademark, registered in the United States and other countries, of Snap-on Incorporated.  
This publication contains many Snap-on Incorporated trademarks, including but not limited to FAST-TRACK<sup>®</sup>  
and SureTrack<sup>®</sup>. All other marks are trademarks or registered trademarks of their respective holders.  
©2021 Snap-on Incorporated. All pictures and illustrations shown are for reference purposes only.  
All information including specifications herein are subject to change without notice. EAZ0042B55L Rev. A US