



INTRODUCING
THE FASTEST WAY TO
FIND THE PROBLEM,
FIND THE FAILED PART
AND FIND THE FIX.
THE FIRST TIME,
EVERY TIME.

SURETRACK
THE FASTEST PATH TO FIXED

 **SHOPKEY.PRO**

SureTrack™

THE NEW TOOL THAT LETS

YOU ADD THE EXPERTISE

OF THOUSANDS OF TECHS.

SO YOU CAN TURN MORE

CARS, AND MORE PROFIT.

Now there's an online expert information tool that can help any tech, regardless of experience level.

New SureTrack not only helps you diagnose the problem, verify the failed part with confidence and complete the repair—it provides verification from thousands of techs who've already been there, solved that.

And it lets you do it all in one place, without searching through multiple databases. So you can find and fix the problem fast, every time.

Sure, there are other online tools out there. But none that get you from symptom to repair as fast and accurately as SureTrack. Which means no matter what your skill level, it'll make you even more versatile, more efficient and more confident than ever. What could be better than that?



SureTrack is available as an option within **Snap-on®** web-enabled diagnostic tools, and in **SHOPKEY® PRO** Repair Information System. For more information, see your Snap-on Representative, call **800-944-3877** or go to diagnostics.snapon.com/suretrack.



SINGLE-POINT LOOKUP

Exclusive single-point lookup lets you search all SureTrack resources with one click.

This user-friendly search engine lets you choose the criteria you want to use: vehicle year/make/model, symptom, code or keywords. A straightforward tabular display organizes results the way you work, starting with the most common replaced parts and fixes, guided component tests and a vehicle-specific waveform library.

The screenshot shows the SureTrack search results for P0300. The search bar contains "P0300" and a dropdown menu lists related codes: P0300, P0300 Misfire @ Idle and under load, P0300, Replaced Catalytic Converter, P0300, Replaced Intake Manifold Gasket, and P0300, Replaced Intake Manifold Gasket. Below the search results, there are three sections: "We have Repair Information!" with a table of statistics, "Latest Fixes" with a list of recent fixes, and "Ask-a-Tech Pulse" with a list of recent questions and answers.

Code	Tips
Code	5,878,711
Common Problems	38,217
FastTrack	3,356
Symptom Tips	844,451
Tests And Procedures	318,471
Time Savers	20,406
TOTAL	7,103,612

VALIDATED FIXES

Which part is actually the root cause of the problem?

SureTrack shows results from successful repairs. Learn which parts are most frequently replaced to complete the repair for symptoms, fault codes and vehicles similar to the one in your bay. Learn real fixes that have worked for other technicians, harvested from completed repair orders and validated by leading experts.

The screenshot shows the SureTrack validated fixes interface for P0402. It features a "Common Replaced Parts - Based on 1046 Shop Visits" line graph showing the percentage of repairs over time. Below the graph, there is a "Tip - P0402" section with a list of related vehicles, possible causes, and a tech note. The "Related Real Fixes" section lists specific repair codes and their descriptions.

Tip - P0402
2002 > FORD > TAURUS > 3.0L V6 EEC-V SEFI FLEX FUEL
Related Vehicles That This Topic Applies To
KOER or continuous DTC P0402 indicates EGR flow detected at idle.
Possible causes are:
EGR valve stuck open, EVR solenoid vent plugged or iced, EVR circuit shorted to GND, improper vacuum hose connection, faulty EVR solenoid, faulty DPFE sensor or faulty PCM.
Tech note:
Tests report high failure rate on DPFE sensors starting in model year 2000. This is a black plastic sensor, about 2 inches in length. Sensor may stick at high or low voltage. Verify proper function with EGR flow after replacement.

GUIDED TESTS

Guided tests are specific for each component and each vehicle, so you get a confident diagnosis.

Tests include component operation description, best test location and connection diagrams for quick results. No simulations here—this comprehensive collection of waveforms and data graphs is gathered through actual on-vehicle tests, so you know exactly what to look for to verify faulty parts.

The screenshot shows the SureTrack guided test interface for EGR System Component Test. It includes a "Component Tests & Information" section with a description of the DPFE sensor operation, location, and connector. Below this, there is a "Best test Location" section with a diagram of the sensor location. The "Component Location" section provides a diagram of the sensor location on the engine. The "CONNECTOR" section shows a diagram of the connector and its pins. The "Waveform" section displays a graph of the EGR Solenoid signal, with a peak of 4V/dv and a condition of "OFF".

Component: DPFE SENSOR
OPERATION
DPFEGR Sensor has two exhaust pressure inlets that monitor pressure drop across a fixed orifice that exhaust gas flows through. The dpfegr sensor measures the actual pressure drop across the metering orifice and relays a proportional voltage signal (0 to 5 volts) to the PCM. PCM uses this signal to optimize EGR operation and to monitor EGR for OBDII regulations. The PCM uses this feedback signal to correct for any errors in achieving the desired EGR flow.
LOCATION
Best test Location:
At "DPFE" sensor connector.
Component Location:
Top rear left side of the Engine or on of rear cylinder head.
CONNECTOR
VIEW: HARNESS SIDE, BACKPROBING.
1 = VREF (5V)
2 = PCM(-)
3 = SIGNAL, KOEO normal signal is around 1.0 volts.
Image Type: Waveform
Component: EGR Solenoid
Condition: Good
RPM: 2500 RPM
Temp: Warm

SureTrack gives you all this in one simple lookup.



"SureTrack is a single resource that makes every tech in my shop better. It's like adding the expertise of thousands of techs, without adding overhead."



- Actual parts replacement data from successful repairs in shops across the country
- Troubleshooter tips, tests and vehicle-specific fixes from real-world repairs and Fast-Track® Troubleshooter
- Exclusive guided component test procedures with waveform reference database
- OEM recall campaigns and Technical Service Bulletins
- A reliable repair resource that's targeted, vehicle-specific and verified by experts, making it easier to assign jobs within the shop
- The information you need to generate quick and accurate estimates for each job, which creates happier customers
- A community-based interactive forum for accessing and sharing successful insights and shortcuts
- The ability to service more vehicles more quickly, which is critical to boosting profit margins



Scan this QR code to see a short video of SureTrack in action.



CUSTOMER CARE

Top-notch support is always at your fingertips to ensure you get the most out of SureTrack. E-mail diagnostics_support@snapon.com or call 800-424-7226 for access to our technical experts.