

EXECUTIVE SUMMARY

Tools Provided by Repair Shops

- The tools most commonly provided by repair shops for their technicians to use are hand held diagnostic and battery service tools, indicated by 86.1 percent of respondents. Specialty tools (85.0 percent) and AC and vehicle comfort tools (82.8 percent) are the next most commonly provided tools. Tool storage devices are the least commonly provided to respondents (35.2 percent). [Page 23]

Suppliers for Tool Purchases

- The mobile tool distributor was the supplier used most often for tool purchases made during the **past** year. The auto parts store, the Internet and tool warehouses were the next most frequently used suppliers. [Page 25]
- The mobile tool distributor is the most likely supplier for **future** tool purchases. Respondents are also likely to use the Internet, tool warehouses and manufacturers. The hardware retailer, catalog house and auto parts retailer were rated as less likely to be used for future tool purchases. [Page 27]

Tool Purchasing Decisions

- The most important factor in **past** tool purchasing decisions was quality. Warranty, service and availability were the next most important factors. Price and payment options were only somewhat important to respondents' tool purchasing decisions. [Page 29]
- Quality was cited as the most important factor in **future** tool purchasing decisions. Availability, warranty and service were the next most important factors, while selection and convenience were fairly important to respondent's future tool purchases. [Page 31]

Tool Purchasing Decisions by Employment Role

- Respondents' employment role accounted for only minor differences in their rating of factors in **past** tool purchasing decisions. Quality was rated the most important factor for respondents in all roles, receiving an average score of 4.71 out of 5.00 by shop owners, 4.73 by service managers and 4.69 by technicians. [Page 33]
- Respondents' employment role contributed to only slight differences in the rating of factors in **future** tool purchases, with quality as the most important consideration to respondents in all

job types. Quality was given an average rating of 4.71 out of 5.00 by owners, 4.67 by service managers and 4.69 by technicians. **[Page 35]**

Brand Name Importance in Tool Purchases

- Brand name was cited as an important consideration in tool purchases by 84.0 percent of respondents. Approximately one-sixth of respondents (15.9 percent) are indifferent to brand names. **[Page 37]**
- Respondents' employment role accounted for only minor differences in brand name importance, with the majority of respondents from all job types indicating that they prefer brand name tools. The highest percentage of respondents who **only** buy brand name tools (15.4 percent) are repair shop owners. **[Page 39]**

“Made in USA” Importance in Tool Purchases

- Buying “Made in USA” tools was cited as an important consideration by 77.3 percent of respondents. More than one-fifth of respondents (22.6 percent) are indifferent to “Made in USA” tools. **[Page 41]**
- Respondents' employment role accounted for slight differences in “Made in USA” importance to tool purchases. More than two-thirds of all shop owners, service managers and technicians expressed a preference for purchasing “Made in USA” tools. **[Page 43]**

Trends in Spending by Shop Tool

- In the **past** year, the largest groups of respondents spent either less than \$500 (36.5 percent) or between \$500 and \$1,000 (28.2 percent) on basic mechanics' hand tools. More than one-tenth of respondents spent between \$1,001 and \$1,500 (13.3 percent), while approximately one-fifth (18.8 percent) spent more than \$1,500. **[Page 45]**
- More than one-third of respondents (38.6 percent) expect to spend less than \$500 in the **next** 12 months on basic mechanics' hand tools. More than one-fourth (29.4 percent) plan to spend between \$500 and \$1,000. **[Page 47]**
- Approximately one-third of respondents (34.4 percent) spent less than \$500 in the **past** 12 months on specialty tools, while one-quarter (23.5 percent) spent between \$500 and \$1,000. More than one-tenth spent between \$1,001 and \$1,500 (12.1 percent) and 25.6 percent spent more than \$1,500. **[Page 50]**
- One-third of respondents (33.3 percent) expect to spend less than \$500 on specialty tools in the **next** 12 months. Close to one-quarter (22.6 percent) plan to spend between \$500 and \$1,000. **[Page 50]**

- Approximately two-fifths of respondents (38.7 percent) spent more than \$1,500 on hand held diagnostic and battery service tools in the **past** 12 months. One-tenth (10.0 percent) spent between \$1,001 and \$1,500, while slightly more respondents (14.7 percent) spent between \$500 and \$1,000. **[Page 51]**
- More than one-quarter of respondents (27.9 percent) expect to spend more than \$1,500 on hand held diagnostic and battery service tools in the **next** 12 months. Approximately one-sixth (15.1 percent) plan to spend between \$1,001 and \$1,500, while 17.8 percent expect to spend between \$500 and \$1,000. **[Page 51]**
- More than one-third of respondents (37.9 percent) spent less than \$500 in the **past** 12 months on power tools. An additional one-quarter (27.4 percent) spent between \$500 and \$1,000, while approximately one-tenth (12.5 percent) spent between \$1,001 and \$1,500. **[Page 52]**
- More than two-fifths of respondents (42.9 percent) expect to spend less than \$500 in the **next** 12 months on power tools, while more than one-quarter (26.6 percent) plan to spend between \$500 and \$1,000. **[Page 52]**
- More than one-half of respondents (51.0 percent) did not purchase tool storage devices in the **past** 12 months. Approximately one-fifth (20.5 percent) spent less than \$500 and one-tenth (9.0 percent) spent between \$500 and \$1,000. **[Page 53]**
- The majority of respondents (53.0 percent) expect to spend less than \$500 in the **next** 12 months on tool storage. Approximately one-fourth (24.5 percent) plan not to purchase these devices, while the remaining respondents plan to spend more than \$500. **[Page 53]**
- The largest groups of respondents either spent less than \$500 (43.2 percent) or did not purchase (23.2 percent) AC and vehicle comfort tools in the **past** 12 months. **[Page 54]**
- The majority of respondents either expect to spend less than \$500 (51.3 percent) or between \$500 and \$1,000 (18.0 percent) on AC and vehicle comfort tools in the **next** 12 months. **[Page 54]**