

January 4, 2023

Hello Store Managers and Workflow Assistant Managers,

To help ensure Our People understand and feel comfortable identifying worn or damaged lug nuts and offering replacement recommendations to Our Customers, we've developed a new Replacing Lug Nuts Store Talk and additional support resources.

What you need to know

- It is important for the safety of Our Customers that we identify missing and/or damaged lug nuts and recommend replacement during the VTV.
- The Store Talk will cover who is responsible for identifying damaged lugs, when replacement recommendations should be made, and what to do if a customer declines the recommendation.
- The Store Talk has been assigned to Store Managers and is accessible through the [LMS](#), or by clicking the following link: [Replacing Lug Nuts Store Talk](#).
- Additional support resources have been developed to help Our People identify damaged/worn lug nuts and offer replacements, including:
 - A Best Practice has been developed to help you understand when you should recommend lug nut replacement and can be accessed from the Certified Best Practice page or through this link: [Best Practice – Replacing Lug Nuts](#).
 - An Operational Best Practice has been developed to help you effectively offer OEM replacement lug nuts within the four guardrails of DTMS and can be accessed from the Certified Best Practice page or through this link: [OEM Replacement Lug Nuts Operational Best Practice](#).

Our ask of you

- **Workflow Assistant Managers:** To ensure you are able to execute on identifying worn/damaged lug nuts and effectively recommend OEM replacement lug nuts, please deliver the [Replacing Lug Nuts Store Talk](#) and review the additional support materials with your people **as soon as possible**.
- Once the Store Talk has been delivered, **Store Managers** will need to complete the acknowledgement in the [LMS](#) **no later than Wednesday, February 25**.

If you have any questions, please use the Feedback button on the Lug Nuts page.

Thank you for ensuring the safety of Our Customers.