



## Replacing Lugs

### Intent

To ensure the safety of Our Customers through the replacement of worn and/or damaged lugs.

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| <b>Audience</b>  | All store employees.  |
| <b>Schedule</b>  | Add time for this talk into your schedule. It should only take 10-15 minutes.   |
| <b>Prepare</b>   | A day ahead:<br>1) Print and review this talk.<br>2) Review <i>Replacing Lug Nuts Best Practice</i> .                           |
| <b>Follow up</b> | Check the OE Install kit Sales Report weekly to see how your store is performing and to identify opportunities for improvement. |

**Explain:** Stores will be receiving replacement lug nuts for all manufacturers.

### Answers

**Question 1:** Who is responsible for identifying damaged lugs?

The Salesperson should identify any missing or visibly damaged lugs during the VTV. In the Service Area, the person removing the assembly should identify any damage not visible while installed on the vehicle.

**Question 2:** When should the recommendation to replace lug nuts be made?

Once identified during the VTV, the recommendation should be made immediately while pointing out the condition. If unsure of lug condition, the customer should be informed of the potential need for replacement once removed.

If the damage is found in the Service Area, the original Salesperson should be informed so they can discuss replacement with the customer if possible. If this is not possible, the next available qualified person should make the recommendation for replacement to the customer.

**Question 3:** What should you do if the customer declines the recommendation?

Reiterate the safety concerns and the inability for the customer to remove the assembly if they have a tire related issue on the road.

### Call to Action:

- 1) Set expectations for executing the Best Practice at the store.
- 2) Explain how you will support this and why you expect this to improve lug sales.
- 3) Ask if anyone has questions. If there are questions or concerns you cannot answer, notify the Store Manager.
- 4) Store Manager will log into the LMS and complete the acknowledgment for this talk once Workflow Assistant Manager has delivered the Store Talk.