

Repairing the Injury:

## Dunking Tires



### Intent

To ensure that we perform an After the Repair Dunk & Inspection, every time we repair a tire injury

<b>Audience</b>	Service Techs and up
<b>Schedule</b>	Add time for this talk into your weekly schedule. It should only take 10-15 minutes, but you should allow 30 minutes to include extended discussions that may occur.
<b>Prepare</b>	<p>A day ahead:</p> <ol style="list-style-type: none"> <li>1) Print and review this talk.</li> <li>2) Plan to deliver this talk near the Tire Repair Poster and the dunk tank in the backroom.</li> <li>3) Review the Tire Repair poster in the backroom.</li> <li>4) Review the Repairing the Injury poster on the <a href="#">Quality Focused</a> KC page. (search "Quality Focused")</li> <li>5) Identify specific opportunities for your store and recent examples that may apply.</li> <li>6) Plan how you will follow up to ensure performance improvement.</li> </ol>
<b>Deliver</b>	Make this real and fun for your people. Bring your energy to the talk and engage everyone to come up with solutions to improve performance. Set clear expectations for your team. Make sure they understand how dunking and inspecting every tire AFTER it is repaired impacts the <b>Happy Customers</b> and <b>Manage Expenses</b> gauges.
<b>LMS</b>	After the talk, have every participant log into the LMS and complete the acknowledgment.
<b>Follow up</b>	Observe/audit the service team to make sure the After the Repair Dunk & Inspection is performed for every tire repair.

### Always dunk the tire

**Gather around the Tire Repair Process poster in the backroom.**

**Explain:** There is another very important task, Critical to Quality, that you must perform every time you repair a tire, that is not shown on this poster.

**Ask:** Who knows what's missing from this poster? (dunking the tire)

**Ask:** When do you dunk the tire? (before **AND** after the repair)

Great! Let's review the steps needed to dunk and inspect the tire.

**Do:** Open **Quality Focused KC page:** Open the poster for the Repairing the Injury section. Review the steps to correctly dunk and inspect the repaired tire.

**Do:** Ask someone to demonstrate the dunking process in the dunk tank with an actual tire.

### Answers

<b>Question 1:</b> Why should you dunk the tire before you repair it?	<ul style="list-style-type: none"> <li>To identify ALL leaks that may exist before you start the repair.</li> </ul>
<b>Question 2:</b> When would you NOT dunk the tire before it is repaired?	<ul style="list-style-type: none"> <li>When the tire has less than 15 PSI, you must dismount and inspect before repair.</li> </ul>



**Question 3:** How do you inspect the repaired tire in the dunk tank?

- Dunk wheel face up:
  - Check for leaks, especially at the valve stem or TPMS.
- Flip the assembly and dunk:
  - Check that the puncture is sealed.
  - Look for any cracks on the back of the wheel.
  - Look for any new leaks. (bead seat area)

**Question 4:** Why is it important for us to follow every step correctly and do a thorough After Repair Dunk & Inspection?

- To ensure that the injury is correctly repaired the first time and keep our customers safe and happy.

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**Call to Action:**

- 1) Ask participants to log into the LMS and complete the acknowledgment for this talk.
- 2) Set expectations for executing on this at the store.
- 3) Explain how you will support this and why you expect this to improve Customer Delight and Manage Expenses.
- 4) Ask if anyone has questions. If there are questions or concerns you cannot answer, notify the Store Manager.