WAM & In-Store Trainer
Best Practice Review Worksheet

This worksheet is to be used to ensure clarity and execution of Service Tech level Service Area Best Practices leading up to and/or shortly following implementation of the IST Pilot. Between initial rounds of RTM store visits, Workflow Assistant Managers and In-Store Trainers should strategically read over and discuss the following Practice Observation and Best Practice Documents as a group to focus on behavioral improvement areas.

Service Tech Program

GROUP 1	Practice Observation	Best Practice
Working Around Moving Vehicles	Working Around Moving Vehicles	-
Raising Vehicle Basics	Raising Vehicle Basics	Raising the Vehicle

GROUP 2	Practice Observation	Best Practice
Assembly Inspection	Assembly Inspection	-
Removing The Assembly	Removing the Assembly	Removing the Assembly Spacers & Adapters

GROUP 3	Practice Observation	Best Practice
Changing Tires	Changing Tires	Changing Tires
TPMS Rebuild & Installation	TPMS Rebuild & Installation	Servicing TPMS TPMS Troubleshooting

GROUP 4	Practice Observation	Best Practice
Inflating Tires	Inflating Tires	What We Can Service, Put into Service, or Inflate Bead Will Not Seal Core Process (Seal, Seat, Set) Inflating Loose Assemblies Inflating Spare Tires Inflating Tires on the Vehicle

GROUP 5	Practice Observation	Best Practice
Balancing Basics	Balancing Basics	Balancing the Assembly Balancing Decision Tree

GROUP 6	Practice Observation	Best Practice
Lowering Vehicle Basics	Lowering the Vehicle	Lowering Vehicles
Installing The Assembly	Installing the Assembly	Installing the Assembly

GROUP 7	Practice Observation	Best Practice
Repairing The Injury	Repairing the Injury	Repairing the Injury Cracked or Repaired Wheels

GROUP 8	Practice Observation	Best Practice
Servicing Steel Sidewall Tires	-	Servicing Steel Sidewall Tires (CBP) Servicing Steel Sidewall Tires (OBP)
Service Area Workflow	Service Area Workflow Basics	Service Area Workflow

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Crew Chief Program

GROUP 1	Practice Observation	Best Practice
Pulling Stock	Pulling Stock	Tire Registration Card

GROUP 2	Practice Observation	Best Practice
Pulling Vehicles In	Pulling Vehicles In	Pulling Vehicles In
Customers Pulling Vehicles In	-	Customers Pulling Vehicles In Customers Waiting in Vehicle During Service

GROUP 3	Practice Observation	Best Practice
Raising the Vehicle	Raising the Vehicle	Raising the Vehicle
Servicing TPMS	-	Servicing TPMS TPMS Troubleshooting

GROUP 4	Practice Observation	Best Practice
Service Area Workflow Intermediate	Service Area Workflow Intermediate	Service Area Workflow Intermediate
Fitment Basics	-	Fitment Rules

Service Coordinator Program

GROUP 1	Practice Observation	Best Practice
Service Benediction	Service Benediction	Service Benediction (CBP) Service Benediction (OBP)

GROUP 2	Practice Observation	Best Practice
Pulling Vehicles Out	Pulling Vehicles Out	Pulling Vehicles Out

GROUP 3	Practice Observation	Best Practice
Customer Pulling Vehicles Out	-	Customers Pulling Vehicles Out

GROUP 4	Practice Observation	Best Practice
Service Area Workflow Advanced	Service Area Workflow Advanced	Service Area Workflow Advanced

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Working Around Moving Vehicles Practice Observation

Use for reference purposes only. For an employee to be certified, final observations must be completed in the LMS.

Guiding Vehicles In

Done	Action
	Identifies self as person guiding the driver.
	Clears vehicle's path of tools, equipment, and people.
	Stands to the side of the vehicle and makes eye contact with the driver.
	Guides the vehicle in slowly, using proper hand signals.
	Centers the vehicle in the bay or over the lift.
	Signals the driver to stop when the vehicle is aligned.
	Keeps path clear until vehicle is placed in park and the ignition is turned off.

Guiding Vehicles Out

Done	Action
	Identifies self as person guiding the driver.
	Clears vehicle's path of tools, equipment, and people.
	Stands to the side of the vehicle and makes eye contact with the driver.
	Guides the vehicle out slowly, using proper hand signals.
	Watches for customers and on-coming traffic.
	Continues to guide the vehicle out until the vehicle comes to a complete stop and begins to move forward.

Comments

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Raising Vehicle Basics Practice Observation

Use for reference purposes only. For an employee to be certified, final observations must be completed in the LMS.

Raising Vehicle Basics Observation Checklist

Done	Action
	Places the lift or jack accessories appropriately at solid raising points
	Walks around vehicle to ensure area is clear of tools or obstructions.
	Announces car is "Going up in bay___" and receives acknowledgement from another Service Tech.
	Raises the vehicle until all tires being serviced have been raised at minimum past the first locking latch.
	Confirms the vehicle is secure and stable by gently pushing the rear tire

Comments

Raising Vehicles

CRITICAL TO SAFETY	• Customers are not allowed to be in the vehicle when yellow lift blocks are being used. • DO NOT place lift blocks or jacks under non-raising points identified in the Vehicle Basics course. These components include, but are not limited to, the suspension, rear differential, engine, transmission, control arms, etc. • Never begin raising a vehicle without verifying the area is all clear. • If you are the person responsible for clearing the vehicle, DO NOT say, "Clear!" until you have visually verified that the area around the vehicle is safe for raising. • Always confirm that the vehicle is secure and lifted at solid raising points. • DO NOT begin work until the safety bar has been engaged. • Never enter the zone beneath a raised vehicle.
CRITICAL TO QUALITY	• Report any damage during service to your supervisor. • Always use the appropriate lift or jack accessories to prevent vehicle damage.

The Whys

- In order to prevent the vehicle from becoming unstable, customers are not allowed to be in the vehicle when yellow lift blocks are being used.
- Using the appropriate equipment for the job (lift, blocks, jacks, or special lift adaptors), in the proper places (designated lift points) reduces the chance of damaging the vehicle and ensures the stability of the vehicle during service.
- Visually clearing the vehicle and waiting for verbal confirmation of clearance from a tech who has visually inspected the area around the vehicle before raising helps us to avoid any potential employee injuries or damage to vehicles and/or tools.
- Raising the vehicle, at minimum past the first locking latch on the lift prevents the lift from lowering in the event of a cylinder failure. Employee injuries and vehicle damage are less likely to occur.

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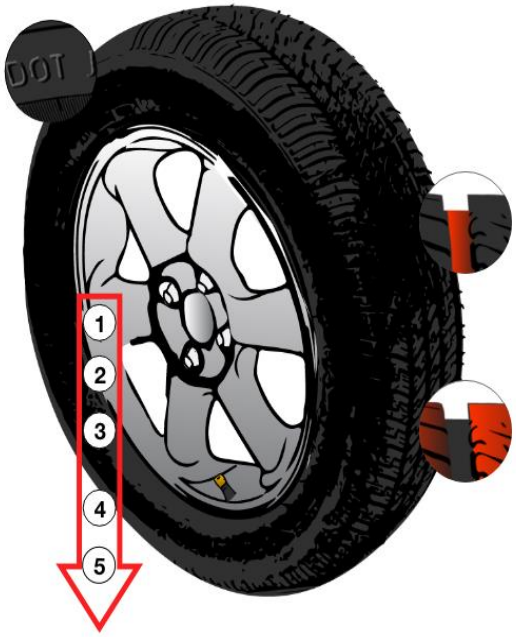
Assembly Inspection Observation Checklist

In order to obtain complete and accurate information, full assembly inspections **MUST** be performed, starting at the center cap and working outward.



WHEEL

1 CAPS

- ☐ MISSING?
- ☐ AFTERMARKET?
- ☐ HUBCAP?

2 HARDWARE

- ☐ MISSING?
- ☐ SWOLLEN?
- ☐ LOCKS?

3 WHEEL FACE

- ☐ CRACKS?
- ☐ CURB RASH?
- ☐ FINISH?

4 VALVE / TPMS

- ☐ CORROSION?
- ☐ CUSTOM CAPS?

TIRE

5 TIRE

- ☐ CRACKS? (SIDEWALL, BEAD, OZONE CRACKING)
- ☐ DOT? ❗
- ☐ TREAD DEPTH? ❗
- ☐ IRREGULAR TREAD WEAR?
- ☐ DATA CAPTURE? (CUSTOMER INFO) ⚠

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Removing the Assembly Practice Observation

Use for reference purposes only. For an employee to be certified, final observations must be completed in the LMS.

Removing the Assembly

Done	Action
	Gathers all necessary tools for removal and places them at the assembly.
	Does not remove anything until the vehicle is lifted and checked for stability.
	Removes any wheel covers and checks for wheel locks. If found, removes locks first.
	Removes lug nuts without touching the socket/shaft of the impact gun while it is spinning.
	Inspects all lugs after removal.
	Removes wheel from the hub using proper body mechanics, without placing hands in the spokes and does not enter the zone beneath the vehicle.
	Inspects studs.
	Inspects lug seat of wheel.
	Buffs hub, wheel mounting pad, and wheel pilot hole.
	Performs off the vehicle inspection.
	Returns all tools to the tool stand after removal is complete.

Comments

CERTIFIED Best Practices

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Removing the Assembly

 **CRITICAL TO SAFETY**	**Employees are not permitted to enter the zone beneath a lifted vehicle.** (No feet or legs under the vehicle) • Keep hands away from the spinning shaft of the impact gun and socket • Lift assembly off hub by tread. Never lift assembly off hub by the spokes • When removing stuck/damaged lugs or wheel locks that require the use of a hammer, use the thread shaker and goggles. **On removal of EACH assembly:** • Inspect all lugs – let your supervisor know if missing or damaged • Inspect all studs – vehicle cannot be released with more than one stripped or missing stud per assembly • Inspect lug seats of wheel – if damaged or incorrect bolt pattern, inform your supervisor • Buff the hub, wheel mounting pad, and wheel pilot hole

 **CRITICAL TO QUALITY**	• Remove the wheel lock first • Complete an off the vehicle inspection of the tire

The Whys

• Removing the wheel lock first gives you the earliest notice that they may be seized or that the key is broken or missing

• If removing locks without the key is necessary, the wheel is still secured by the other lug nuts, reducing the chance of scratching a wheel with removal tools

• Damage, wear, or gouging of the lug seat, threads, stud, or wheel seat can cause excessive friction, which can reduce overall torque on the wheel

• Missing, broken, or unusable studs reduce the overall torque on the wheel. More than one missing stud is too many on any bolt pattern

• Buffing the hub removes loose/soft material (for example, rust) that can settle out during driving and reduce the overall torque

• A wheel with the incorrect bolt pattern will cause undue stress to the stud or lug bolt, increasing the chance of it breaking. The wheel can also bolt up off-center, causing vibration issues

• Keeping your body out of the zone beneath the vehicle when removing stuck assemblies ensures you are not pinched by the vehicle if it shifts

• Injuries can occur from entanglement, or from sharp edges on sockets and lug nuts when free hand is placed on the impact gun shaft or socket while it is spinning

• Injuries can occur when lifting the assembly off the hub by the spokes when fingers are pinched between the wheel and brake or suspension parts.

• Sockets are not designed to be hit directly with a hammer, so always use the thread shaker when using a hammer to remove stuck/damaged lugs or wheel locks. Goggles provide greater protection than safety glasses when using a hammer to protect eyes from flying shards of metal.

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Spacers, Adapters, and Wobble Bolts/Nuts

DT/AT does not sell spacers, adapters, or "wobble bolts/nuts"

These are Wobble Bolts/Nuts →

If a vehicle arrives with any of these items installed, inform the Store Manager or Senior Assistant before removing any other assemblies so serviceability can be determined.

CRITICAL TO SAFETY	**Provided there are at least seven full turns of thread engagement, spacers and adapters can be serviced/installed.** • Adapters cannot change the current bolt pattern • Adapters cannot change the stud/bolt diameter. • Adapters must have seven full turns of thread engagement **Provided there are at least seven full turns of thread engagement, wobble bolts/nuts can be serviced.** **If a spacer, adapter, or wobble bolt(s)/nut(s) do not meet the requirements above and is found after removal of the first assembly, perform both of these actions before continuing:** • The assembly can be reinstalled provided there are seven full turns thread engagement • The customer must be advised that with these items there is a potential for wheel detachment

The Whys

- Seven or more turns of thread ensure an appropriate distribution of loads.
- DT/AT/DTD chooses not to sell spacers, adapters, or wobble bolts as we prefer to simplify the assembly installation.

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Changing Tires Practice Observation

Use for reference purposes only. For an employee to be certified, final observations must be completed in the LMS.

Loosening Beads

Done	Action
	Removes all wheel weights and completely deflates tire.
	Inspects assembly for TPMS sensors. If equipped with aluminum valves, unscrews valve and pushes it into tire.
	Uses bead breaker shoe to break inner and outer beads while positioning the valve at the 6 or 12 o'clock position.
	Lifts the assembly onto the changer keeping their back straight, knees bent, and fingers out of the center holes and spokes of the wheel.
	Checks to make sure the assembly is securely clamped from the outside.

Dismounting the Tire

Done	Action
	Thoroughly lubricates the top and bottom beads.
	Using the tire bar, dismounts the top and bottom beads without exerting excessive force.

Inspecting & Lubricating the Beads

Done	Action
	Checks to make sure the tire and wheel diameters match.
	Performs an off-the-wheel inspection of the tire and wheel.
	Thoroughly lubricates the top and bottom beads.

Mounting & Valve Installation

Done	Action
	Installs a new value stem. If a TPMS sensor is present, the sensor will be rebuilt every time and used components saved in bag to be returned to customer.
	Mounts the top and bottom beads, properly repositioning the value each time.
	Seals the beads, not exceeding 10 PSI.

Comments

CHANGING TIRES

CRITICAL TO SAFETY

- Tire must be completely deflated before breaking the bead. Never force the bead shovel.
- Lift assembly on and off changer using proper body mechanics. (Lift with your knees, do not twist and keep assembly close to your body.) Ask for help with heavy assemblies.
- Keep hands on top of assembly, away from clamps when lifting assembly up and off the changer and operating the clamps.
- Use the manual bead depressor or duck head roller to keep the bead in position when mounting an assembly.
- Never lean over the assembly while using a tire bar. Stand at the 6 o'clock position with a firm grip on the bar, using downward pressure on the bar to pull the bead over the duck head.
- Never touch the foot of the robo-arm or place your hand between the robo-arm and the assembly.

CRITICAL TO QUALITY

- As the tire is deflating, use the wheel weight pliers or tape weight scraper to remove the current wheel weights and place them in the recycle bin.
- When breaking beads, place the assembly against the changer with the inner bead facing outward and the valve hole at the 6 or 12 o'clock position. **(Break the back bead first)**
- To avoid damage, always close the clamps from the outside.
- When mounting or dismounting a tire, always use the bead paste to lubricate the bead and wheel.
- Once the tire has been dismounted, replace the valve stem or rebuild the TPMS. This must be done every time the tire is removed from the wheel.
- When working with chrome wheels, if the chrome is flaking off in the bead seat area, stop and speak with your supervisor.
- Do not place the tire on top of the wheel when lubricating the beads.
- Verify proper direction of the tire when mounting asymmetrical or directional tires on the wheel.

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The Whys

- The handle of the bead shovel can bounce back and hit you after the bead breaks, resulting in contusions and even broken bones.
- Breaking inner bead first helps prevent damage to the face of the wheel.
- Clamping from the inside of the wheel will gouge the barrel.
- Lubricating makes the process easier, but also helps to prevent damage to the tire.
- Do not use the surface cup brush on the bead seat of chrome wheels as this will prevent the tire from sealing properly.
- Placing the tire on the face of the wheel can cause damage to the wheel.
- Using a closed fist will protect your fingers from pinch points.
- Leaning over the assembly puts you in the potential path of the tire bar.

Note: Use hockey style grip tape on the tire bar to reduce the chance of slippage.

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TPMS Rebuild and Installation Practice Observation

Use for reference purposes only. For an employee to be certified, final observations must be completed in the LMS.

Rubber Valve Sensors

Done	Action
	Removes the valve retaining screw.
	Attaches replacement valve stem using new retaining screw.
	Uses the valve puller to install the sensor stem.

Clamp-in Sensors

Done	Action
	Retrieves the sensor from the tire after the first bead is removed.
	Removes the grommet using the grommet removal pick, hooks the grommet from the inside, and pulls it up the stem.
	Installs the new valve core.
	Installs the new grommet.
	Checks the valve hole to ensure it is clean and free from gouges.
	Places the sensor in the wheel valve hole.
	Installs the retaining nut, threading by hand a few turns.
	Tightens the retaining nut using the torque tool.
	Installs the valve cap after proper inflation.

Valve Kit

Done	Action
	Retrieves the sensor from the tire after the first bead is removed.
	Removes the used valve stem.
	Keeps and reuses any large swivel joints that may exist on the front side of the sensor.
	Installs the new valve stem to the sensor.
	Tightens the retaining screw with a T20 torque tool.
	Checks the valve hole to ensure it is clean and free from gouges.
	Places the sensor in the wheel valve hole.
	Installs the retaining nut, threading by hand a few turns.
	Tightens the retaining nut.
	Installs the valve cap after proper inflation.

Comments

Servicing TPMS

A vehicle that arrives with a working TPMS will leave with a working TPMS

CRITICAL TO QUALITY

Every time a tire is removed from the wheel, the TPMS sensor components will be replaced

- If a vehicle arrives with a non-functioning TPMS, it must be documented on the invoice that it is nonfunctioning if the customer declines our assistance to enable it
- Note: TPMS is a federally mandated safety device which cannot be disabled by a service provider
- For more info please refer to the TPMS Mandate Awareness Store Talk

Questions	Answers
If the vehicle is only 1 or 2 years old, do I have to rebuild the sensors? They are so new! **OR** We just rebuilt these sensors a couple days or week or two ago, do I need to replace it again?	**YES**. Reason: Rubber takes a "compression set" within the first few heat cycles. Also, replacement of the nut at every opportunity reduces the chance of corrosion seizure in the future.
If the sensor nut looks corroded and "I am afraid it will seize", what SHOULD I do?	**1a**. If the sensor has a replaceable valve; drill out the seized valve, and replace all valve components. **1b**. If the sensor is all one piece, STOP. Inform service coordinator or invoicing salesperson to get contingency plan. Contingency plan will be either: **BEST:** Attempt to remove sensor, replacing per contingency agreement with customer if necessary. **Minimum:** Customer refuses any replacement options and requests sensor not to be tampered with. **Rebuild kits **NOT** installed **MUST** be refunded to customer!
We are in a challenging situation and I am evaluating how to get on top of things. Can I prioritize the importance of rebuilding against the value of catching	**NO**. Customer Peace of Mind is the #1 priority regardless of the situation.
I have a flat repair invoice with a TPMS kit, but we determined the nail didn't go through and didn't have to demount the tire. Do I need to demount the tire just to rebuild the sensor?	**NO**. The Best Practice is to **rebuild whenever the tire is removed from the wheel**. If removal isn't needed, rebuilding isn't required.
What should I do if the work order doesn't show a rebuild kit was invoiced OR the wrong kit is invoiced?	**Ask** the Service Coordinator to determine the correct kit, or research it on the POS.
What should I do if the work order SHOWS a rebuild kit, but the vehicle I am servicing doesn't have sensors in the valve location (Example: wrong trim chosen, Sensors banded, Sensors previously removed by customer)	**Notify** the Service Coordinator or Invoicing Salesperson. Rebuild kits NOT required **MUST** be refunded to customer!
What if I cannot find the rebuild kit that is listed on the work order?	**Ask** the Service Coordinator to determine the correct alternate kit, or research alternate kit on the POS. If a replacement cannot be found, inform the Store Manager.

The Whys

- Causing an inoperative TPMS removes a system within the vehicle designed to keep the customer safe
- Rebuilding sensor components every time ensures an airtight seal, and reduces risk of corrosion and seizing

TPMS Troubleshooting

CRITICAL TO QUALITY

- **Solid symbol light:** This light means one or more tires are low in pressure. Inflate all tires to placard pressure ensuring all sensors read placard pressure or higher.

What could the problem be?	How do I check for this?	How do I fix it?
Air pressure is not set to placard pressure.	Check tire pressures	Set air pressure at placard cold inflation pressures.
Sensor in the spare tire is indicating the pressure is low.	Check spare tire for TPMS sensor.	Set spare tire PSI to placard cold inflation pressure.
Wrong sensor or part number was installed.	Double check Year/Make/Model of vehicle (see Model Year Chart on the KC). Double check sensor part numbers.	Replace with correct sensor and follow relearn procedures required when replacing new sensors.
Sensor is malfunctioning and providing wrong pressure data to the vehicle's computer.	Check TPMS sensors with Tech400. Make sure PSI reading equals the PSI in the tire.	Replace sensor and follow relearn procedures required when replacing new sensors.

- **Blinking symbol light, turning solid after 60 seconds:** This light means there is a system malfunction. Use the TPMS scan tool's Test Before You Touch (TBYT) to identify the issue and corrective actions.

What could the problem be?	How do I check for this?	How do I fix it?
Sensor is not functioning properly. May be damaged or battery may be completely dead.	• Sensor will not read on any scan tool • Make sure correct scan tool setting is being used and correct model year is chosen.	Replace sensor and follow relearn procedures required when replacing new sensors.
Battery is low.	• Tech400 can display "low battery" reading from sensor (information not available on all sensors).	Replace sensors and follow relearn procedures required when replacing new sensors.
Wrong sensor or part number was installed.	• Double check Year/Make/Model of the vehicle • Double check sensor part numbers.	Replace with correct sensor and follow relearn procedures required when replacing new sensors.

- **Solid "T-P-M-S" Letters light:** This light also means there is a system malfunction.

DISCOUNT TIRE UNIVERSITY

Inflating Tires Practice Observation

Use for reference purposes only. For an employee to be certified, final observations must be completed in the LMS.

Inflation Process

Done	Action
	Inspects the tire, wheel and valve thoroughly.
	On the changer, positions the valve and connects the air hose.
	Lifts the beads and inflates for one second.
	Adds enough air to maintain the seal, not exceeding 10 psi.
	Disconnects the air hose and unclamps the assembly.
	Rolls the assembly inside the cage and sets up the Auto-Flate inflation device.
	Stands back and to the side, out of the blast zone.
	Inflates the tire to the recommended air pressure.
	Disconnects the air hose and screws on a valve cap.
	Verifies TPMS seal by spraying with Bubble Check.

Inflating Tires in Service

Done	Action
	Performs an on-the-vehicle inspection of the assembly being inflated.
	Checks the air pressure using an approved inflation device.
	Uses the Auto-Flate inflation device to inflate the tire to the recommended pressure.
	Stands out of the blast zone.

Comments

What We Can Service, Put Into Service, or Inflate

CRITICAL TO SAFETY

Definitions:

Service – To mount on a wheel, balance, or repair
Put Into Service – To install on a vehicle's axle for the first time (vehicle did not arrive with assemblies installed)
Inflate – To connect to an inflation device and adjust the air pressure

CONDITION	SERVICE	PUT INTO SERVICE	INFLATE	SELL
10 Years Old or Older Tires (See Manager/Senior Assistant)	⊘	⊘	✓	N/A
14.5, 15.5, 16.5, 17.5, or 19.5 (19.5 for approved stores only)	✓	✓	✓	✓
2/32nds or Less	⊘	⊘	✓	⊘
22.5 or 24.5	⊘	⊘	⊘	✓
Beadlock Wheels - ATV/UTV (for approved stores only)	✓	✓	✓	✓
Beadlock Wheels - Non-ATV/UTV	See Beadlocks – What We Service/Sell Best Practice			
Bolt Together Wheels	⊘	⊘	⊘	N/A
Incorrect Wheel Width for Tire	✓ (Balance and repair only)	⊘	✓	⊘
Load Capacity Exceeded (On vehicle)	⊘	⊘	✓	N/A
Non-USTMA Repair	⊘	⊘	✓	N/A
Passenger or Light Truck Tires with Less Than 15 PSI (without an off-the-wheel inspection)	⊘	⊘	⊘	N/A
Plastic Wheels	⊘	⊘	⊘	N/A
Portable Air Tanks	⊘	⊘	⊘	N/A
Split Rims	⊘	⊘	⊘	N/A
Steel Sidewall Tires with 15 PSI or Less Than the Recommended Inflation Pressure (without an off-the-wheel inspection)	⊘	⊘	⊘	N/A

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The Whys

- While not ideal, tires with the four inflatable conditions perform better with proper inflation.
- We are not equipped to prevent our people from being seriously injured when a 19.5 or 22.5 fails.
    - Steel sidewall damage on 19.5 and 22.5 tires are harder to detect. Zipper failures can occur at any time.
    - Due to the high pressure and construction of these tire sizes, a failure is likely to cause serious injury.
- We cannot inflate portable air tanks because they are not regulated or tested for safety.
- Plastic wheels are more susceptible to catastrophic failure.
- Plastic wheels can explode as the tires are filled with air, sending plastic shrapnel flying.
- When bolt together/split rims fail, parts of the wheel can be dangerously propelled from the assembly.
- Tires driven on with under 15 PSI are more likely to have unseen internal damage.

Inflating Tires – Bead Will Not Seal

If the tire does not seal on the tire changer, the HTS/CR-KIT can be used to assist.

CRITICAL TO SAFETY	**This process may require two people:** • Use the HTS • If HTS is unable to seal the bead, the CR-Kit is also available. • Wear safety glasses and ear protection. • Remove the valve core in order to increase the air flow through the valve stem. • Use a quick blast from the CR-Kit while initiating airflow into the assembly. • Once sealed, transfer the assembly to the inflation cage for final inflation.
CRITICAL TO QUALITY	• Do not allow the CR-KIT to rest on the face of the wheel as it could leave severe scratches.

The Whys

- The release of air from the CR-Kit can be loud and propel loose material from the blast point. Wearing safety glasses and hearing protection reduces the potential effects these have on your eyes and ears.

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CERTIFIED Best Practices

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Inflating Tires – Core Processes (Seal, Seat, Set)

Tire explosions are very serious safety hazards. Before initiating the inflation process, inspect the tire and wheel following the inspection guidelines.

For questions regarding bead seating, reference the "Bead Will Not Seat" document.

CRITICAL TO SAFETY

Sealing the Bead

- On the changer, position the valve in front of you and attach the hose.
  - Do not hold onto the grip chuck of an inflation device during inflation.
- Properly lift the tire by the tread until the top bead contacts the rim flange.
  - Keep hands away from the rim flange and bead.
- Press the inflation pedal and hold for one second to create a seal. Add enough air to maintain the bead seal.
- Once a seal has been created, disconnect the air hose.
- Transfer the assembly to the inflation cage.

Seating the Bead, and Setting Inflation Pressure in the inflation cage

- Set the automated inflation device and attach the air hose so the bead can seat.
- While the tire is being inflated, stand clear of the inflation cage.
  - The automated inflation device will beep when the set air pressure has been reached.
- Disconnect the air hose and screw on the valve cap.
- Inspect both beads to confirm that they have seated. **(If the beads have not seated, refer to the "Bead Will Not Seat" Best Practice.**
- Stage the assembly according to the service being performed

The Whys

- It is unsafe to have any body part over the top of a tire being inflated
- Holding the tire by the tread during sealing keeps your hands and fingers away from the bead area
- A quick one second blast and a few pounds of pressure are all that should be needed to seal the bead

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Inflating Tires – Inflating Loose Assemblies

Loose assemblies dropped off by customers are known as "carry outs". When servicing or inflating a "carry out" tire, you will first perform an "off-the-vehicle" inspection to determine the DOT age, air pressure, and condition of the tire.

CRITICAL TO SAFETY

If the loose assembly requires a flat repair, refer to Repairing the Injury Best Practice

If the loose assembly contains air pressure BELOW 15 PSI:

- Dismount the tire, perform an off-the-wheel inspection, and inspect for damage inside and out.
- If the tire meets the inspection guidelines, confirm the vehicle YMM (Year, Make, and Model) and air pressure using the CSL air pressure calculator.
- Inflate the assembly in the inflation cage.

If the loose assembly contains air pressure ABOVE 15 PSI:

- Perform an off the vehicle inspection.
- If the tire meets the inspection guidelines, confirm the vehicle YMM and air pressure using the CSL air pressure calculator.
- Inflate the assembly in the inflation cage.

When inflating assemblies smaller than 10" in diameter:

- Do not use the automated inflation device (Auto-Flate).
- Use the remote inflation device
- Place the assembly inside the cage
- Connect the remote inflation device
- Use short bursts and check air frequently

CRITICAL TO QUALITY

- Ensure that the off-the-vehicle inspection has been performed. This will help reduce any potential issues after dismounting the tire.

The Whys

- Tires driven on with under 15 PSI are more likely to have unseen internal damage
- Confirming the vehicle YMM ensures an assembly leaves our store with the proper inflation
- Loose assemblies are always inflated in the cage in case of tire failure
- The Auto-Flate is calibrated to inflate tires above 10” in diameter. Because of this, assemblies smaller than 10” being inflated with the Auto-Flate can fail due to over-inflation

Inflating Tires – Inflating Spare Tires

There are two types of spare tires that we service: mini (doughnut) spares and full sized spares.

For inflating loose spare tires, reference the "Inflating Loose Assemblies" document.

CRITICAL TO SAFETY

Spare tires can only be inflated when:

- Mounted on the vehicle.
- In the inflation cage.
- Secured in the vehicle spare tire storage compartment (trunk or underneath vehicle)

Mini and Full Sized spares less than 10 years old:

- Use the approved inflation device (remote gauge or automated device)
- Stand clear of the assembly during inflation

Mini and Full Sized spares 10 years old and older:

- Notify the Store Manager or Senior Assistant Manager
- If a solution cannot be found, the tire can be inflated in the inflation cage, but cannot be installed on the vehicle's hub

Mini and Full Sized spares driven on flat (0 psi) and installed on the vehicles hub:

- Remove the assembly, notify the Store Manager or Senior Assistant Manager, and do not service or inflate. From here, the customer should be notified and offered solutions.

CRITICAL TO QUALITY

- Before inflation, determine proper air pressure

The Whys

- Spares mounted on the vehicle, in the inflation cage, or secured in the spare tire compartment/underneath the vehicle can be aired up because they are in a secured position
- Stand clear of assemblies during inflation in case of tire failure
- 10 year old and older spares are safer with proper inflation, unless the spare is deemed to be in an unsafe condition by the Store Manager or Senior Assistant Manager.
- Talking to the customer is important if the spare is driven on flat, because tires driven on with less than 15 PSI are more likely to have internal damage

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Inflating Tires – Inflating Tires on the Vehicle

Tire explosions are very serious safety hazards. Before initiating the inflation process, inspect the tire and wheel following inspection guidelines

CRITICAL TO SAFETY	• During inflation, stand clear of the assembly being inflated. • Notify your supervisor if the tire qualifies as a tire that we do not service. • For more information about tires we do not service refer to the What We Can Service, Put Into Service, or Inflate Best Practice.
CRITICAL TO QUALITY	• Before inflation, determine the proper air pressure.

The Whys

- To help ensure our customers leave the store safer, we must determine proper air pressure.
- A supervisor must be notified if a tire does not meet our safe to service guidelines, so that the proper conversation can be had with the customer.
- Tires can fail during inflation, so always stay clear of the blast zone.

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DISCOUNT TIRE UNIVERSITY

Balancing Basics Practice Observation

Use for reference purposes only. For an employee to be certified, final observations must be completed in the LMS.

Balancing Basics

Done	Action
	Inspects wheel mounting surface, ensure cleanliness, and clear of obstructions and hub rings.
	Confirms the beads have been seated.
	Identifies the correct cone and adapter combination.
	Using the lift, raises and centers the assembly onto the balancer shaft.
	Ensures the assembly is clamped using the wing nut.
	Lowers the hood.
	Upon receiving imbalance measurements, selects the correct wheel weight type and ounces.
	Applies wheel weights in alignment with balancer laser.
	Closes hood to apply a "check spin."
	Upon receiving "OK," unclamps the assembly and lower using the lift.
	Returns all cones and adapters to their storage locations.

Comments

Balancing the Assembly

For rotation/rebalance, strip the weights before balancing.

CRITICAL TO SAFETY	• Use the balancer lift to raise and lower every assembly onto and off the balancer shaft. • Do not stop a spinning assembly with your hands, feet, or tools.
CRITICAL TO QUALITY	• **All assemblies will be balanced before they are installed back onto the vehicle.** • Identify the correct cone and/or adapter combination. Make sure the centering cone has centered the wheel on the balancer shaft like the wheel centers on the hub of the vehicle. • Make sure the correct weight type and placement is selected. • All assemblies are to be balanced to the “OK” setting. • Use Technical mode for sensitive vehicles. • Using the rubber ring on the pressure cup reduces the chance of damaging the finish of the wheel. • Use finger plates instead of the pressure cup if you think you might damage the surface of the wheel. • Tighten the wingnut by standing in front of the assembly, placing your foot on the brake, and using two hands to tighten the wingnut to create the necessary force. This will help reduce wheel slippage. • Watch the assembly spin to make sure the assembly is centered on the shaft, and to spot any possible bent wheels or unseated bead(s)/other tire conditions. • Tires that have excessive road force need to be turned.

The Whys

- Using the balancer lift on every assembly, reduces fatigue, and prevents both strains and hand injuries.

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CERTIFIED Best Practices

Balancing Decision Tree

If an assembly is removed during any service or rotation, it will be rebalanced, unless customer specifically declines the service

CRITICAL TO QUALITY

If tires and/or wheels were purchased from DT/AT:

- Tires and wheels that need to be dismounted/remounted in order to rotate will be done for free

If tires and/or wheels were NOT purchased from DT/AT:

- Recommend purchase of rotation/balance special, starting at $40
- Offer customer Certificates and Balancing Package
- If customer declines the balance package, the tires will still be balanced

The Whys

- Balancing every serviced assembly reduces be-backs and creates a better Customer Experience.
- Research shows about half of the assemblies in for service are out of balance.
- 2% of all invoices are for rebalances.
- Every rebalance constitutes extra time writing up an invoice and extra time redoing work in the service area.

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DISCOUNT TIRE UNIVERSITY

Lowering Vehicle Basics Practice Observation

Use for reference purposes only. For an employee to be certified, final observations must be completed in the LMS.

Lowering Vehicle Basics Observation Checklist

Done	Action
	Walks around vehicle to ensure area is clear of tools or obstructions.
	Confirms all assemblies have been pre-torqued with an impact wrench and torque stick.
	Announces car is "coming down halfway in bay___" and receives acknowledgement from another Service Tech.
	Lowers the vehicle until the tires touch the ground.
	Confirms the final assembly has been torqued and lowers the vehicle completely.
	Announces car is "coming down all the way in bay___" and waits for acknowledgement from another Service Tech.
	Returns the lift blocks and/or jacks to storage and cleans up the floor around the lift.

Comments

Lowering Vehicles

CRITICAL TO SAFETY	• All assemblies that have been serviced must be pre-torqued prior to any lowering of the vehicle. • Look COMPLETELY around the vehicle before lowering to check for tools, debris, and your coworkers. • If you are responsible for lowering the vehicle, DO NOT begin lowering until you verify that the Service Tech responsible for clearing the area is ready for the vehicle to be lowered. When another tech is not available to visually clear the area, you must walk completely around the vehicle and clear it yourself before you begin lowering.
CRITICAL TO QUALITY	• Use caution when removing jacks by squatting down to check the jack is completely lowered and has not caught on the underbody before pulling it out from underneath the vehicle. • After lowering the vehicle completely, all jack and lift tools/accessories are removed from the vehicle and have been stored in their proper place. •

The Whys

- Ensuring that all serviced assemblies have been pre-torqued prior to any lowering of the vehicle helps us to prevent any potential injury or damage to the vehicle.
- Waiting for verbal confirmation of clearance from a tech who has visually inspected the area around the vehicle, or clearing the area yourself, before lowering helps us to avoid any potential injury or damage to vehicles and/or tools.
- Checking that the jack is completely lowered before pulling it out from underneath the vehicle ensures we do not damage vehicle components.
- Jacks should be properly stored in a designated space to avoid jack handles falling and hitting a customer's vehicle or a coworker.

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DISCOUNT TIRE UNIVERSITY

Installing the Assembly Practice Observation

Use for reference purposes only. For an employee to be certified, final observations must be completed in the LMS.

Installing the Assembly

Done	Action
	Gathers all necessary tools for installation and places them at the assembly.
	Buffs hub clean of dirt and corrosion.
	If possible, turns hub so a stud is at the 12 o'clock position.
	Lifts assembly onto the hub using proper body mechanics while not entering the zone beneath the vehicle.
	Holds assembly flush against the hub.
	Hand threads lugs at least three full turns.
	Using impact gun and yellow torque stick, tightens each lug in a star pattern ending with the wheel lock if applicable. Does not grip the socket or shaft of the gun while spinning.
	Performs a second star pattern impacting each lug for at least 2 seconds ending with the wheel lock if applicable. Does not grip the socket or shaft of the gun while spinning.
	Calls out "Spin Check" and verifies no other employees are working on the other side of the vehicle, then performs spin check by grabbing the tread of the tire.
	Returns impact gun and torque stick to tool stand.
	Collects torque wrench, references invoice and sets to manufacture's OE torque specs. Grabs appropriate torque stick and socket.
	Verifies tires are touching ground and torques lugs to manufacture's OE torque specs in a star pattern.
	Verifies torque in a clockwise circle pattern.
	Verifies torque on any remaining exposed lugs that were not serviced.
	Reinstalls any hardware or accessories.
	Returns all tools to the tool stand.

Comments

Installing the Assembly

CRITICAL TO SAFETY

Employees are not permitted to enter the zone beneath a lifted vehicle
(No feet or legs under the vehicle)

- Keep hands away from the spinning shaft of the impact gun, torque stick and socket
- Lift assembly to the hub by the tread. Never lift assembly to the hub by the spokes
- Visually clear opposite side of vehicle before performing check spin

An assembly will NOT be installed if:

- The wheel and hub have not been cleaned and buffed
- More than one stud or lug is damaged or missing
- Obstruction is present that prevents the wheel from sitting flush on the hub

For aftermarket wheel installation:

- Needs seven turns of thread engagement for proper fitment

CRITICAL TO QUALITY

When installing an assembly:

- Three turns of thread engagement by hand can help reduce potential installation issues (cross threading, thread issues, etc.)
- Maintain pressure on the assembly until the first two lugs are pre-torqued
- Follow the proper pre-torque method for the equipment you are using (pneumatic/cordless)
- During final torquing, use one-star pattern followed by one circle pattern to validate manufacturer's OE torque
- Spin the assembly to confirm clearance
- Set torque wrench to the proper setting
- Use proper torque extension
- ***Using a closed palm, torque all exposed lugs, including all wheel locks***

The Whys

- Missing, broken, or unusable studs reduce the overall torque on the wheel. More than one missing stud is too many on any bolt pattern
- Damage, wear, or gouging of the lug seat, threads, stud, or wheel seat can cause excessive friction, which can reduce overall torque on the wheel
- The star pattern torque process more evenly applies the torque across the bolt pattern. Uneven torque can promote the "warped rotor" brake pulse condition
- Torquing all exposed lugs on assemblies not serviced provides your customer assurance that a previous service provider did not improperly under-torque those assemblies
- Injuries can occur from entanglement on torque stick, or from sharp edges on sockets and lug nuts when free hand is placed on the impact gun shaft, torque stick or socket while it is spinning.
- Injuries can occur when lifting the assembly to the hub by the spokes when fingers are pinched between the wheel and brake or suspension parts.

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DISCOUNT TIRE UNIVERSITY

Repairing the Injury Practice Observation

Use for reference purposes only. For an employee to be certified, final observations must be completed in the LMS.

Off the Wheel Inspection

Done	Action
	Performs an off-the-vehicle inspection, checks tire pressure, marks visible injuries with tire crayon.
	15 PSI or more: Submerges the assembly in the dunk tank and marks the injury. Below 15 PSI: Dismounts tire and performs off-the-wheel inspection.
	Performs an off-the-wheel inspection at the tire spreader and determines if repairable or consults supervisor.

Repairing the Injury

Done	Action
	Uses the appropriate tool to remove foreign object.
	Inspects the injury with an awl, probing the injury to determine the extent of the damage and determine the angle of the injury channel.
	Uses the pre-buff cleaner with innerliner scraper to clean and scrape the injured area.
	Uses the carbide cutter to ream the injury 3-4 times from the outside in and inside out.
	Removes the plug stem from the plastic packaging. Fully coats the plug stem with quick dry patch cement.
	Uses a pair of pliers to pull the plug stem through the injury.
	Cuts the plug stem 1/8" (3mm) above the innerliner.
	Uses the contour rasp to buff the plug stem flush with the innerliner, then buffs area several times in one direction. Smooths the patch area to a black velvet-like texture using the brass brush.
	Uses a vacuum to remove all debris from the inside of the tire. Does not touch the buffed area with the tip of the vacuum avoiding contamination.
	Applies a thin coat of quick dry patch cement to buffed area using a circular brushing pattern. Allows 30-45 seconds to dry.
	Applies a universal patch by centering it over the plug stem. Avoids touching the gum cushion area with their fingers.
	Uses the ball bearing stitcher to stitch the patch from the center out and again at 90 degrees to remove air bubbles. Removes the plastic film from the patch.
	Applies repair sealer over the entire buffed area and the edges of the patch, leaving the center of the patch clear to expose the "Quality Checkmark."
	Cuts the plug stem using diagonal cutters on the outside of the tire flush with the surface of the tread, without stretching before cutting. Discards all remaining portions of the plug stem.

DISCOUNT TIRE UNIVERSITY

Completing the Repair

Done	Action
	Rebuilds the TPMS or installs a new valve stem. Mounts the tire and inflates it in the inflation cage.
	Redunks the assembly in the dunk tank and checks for leaks on both sides.
	Rebalances the assembly.

Comments

Repairing the Injury

All tires below 15 PSI will be dismounted and inspected to check for injuries and damage.

CRITICAL TO SAFETY

Use a face shield and gloves before repairing the injury

DOT tires with the following conditions cannot be repaired:

- Injury larger than 1/4 inches in diameter
- Damage in sidewall or shoulder
- 2/32nds inches or less in tread depth remaining
- DOT 10 years old or older
- Three pre-existing repairs or more
- Existing non-USTMA repair (does not meet our repair guidelines)
- Failed repair (we will not re-repair any existing repair)
- Overlapping repairs
- Severe tire conditions ("Stop" sign on *Common Tire Conditions* poster)

CRITICAL TO QUALITY

Check Your Work

- Smooth the patch area to a black, velvet-like texture using the brass brush.
- During the repair process, the Quality Checkmark will be visible for future identification.
- If TPMS is present, the sensor components will be rebuilt. Also, replace valve stems.
- After the tire is repaired, dunk the assembly on both sides to confirm the quality of the repair and to check for any leaks.

The Whys

- A hole larger than 1/4 inches cannot be sealed properly to keep the elements out of the belts of the tire.
- Sidewall and shoulder repairs cannot hold up to the constant flexing of a tire during use.
- Patches cannot seal properly if they overlap. Holes that are so close together also cause the tires structure to be weakened too much to hold up properly.
- Tires with 2/32nds inches or less of tread cannot be serviced because they no longer are within the legal tread limits of a safe tire.
- Only tires with proper USTMA repairs may be serviced or put into service because they are the only repairs that meet all the safety standards set by DT/AT and the USTMA.
- A failed repair may cause additional damage to the tire; therefore, we will only repair an injury once.
- If a tire is repaired more than three times, its construction is weakened too much to put back into service.
- The presence of a severe tire condition means the tire is already unsafe, and therefore cannot be repaired.

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CERTIFIED Best Practices

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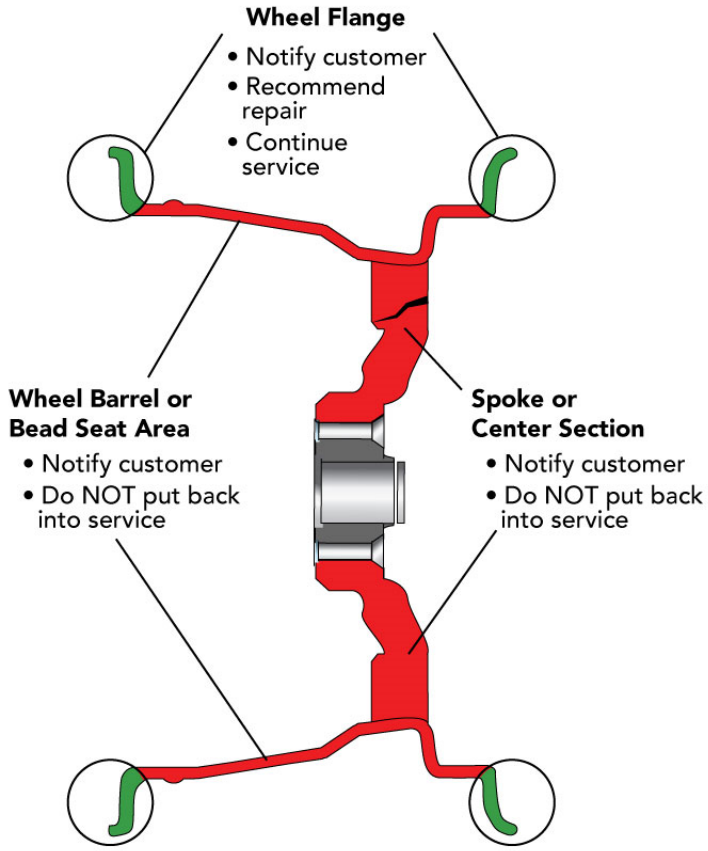
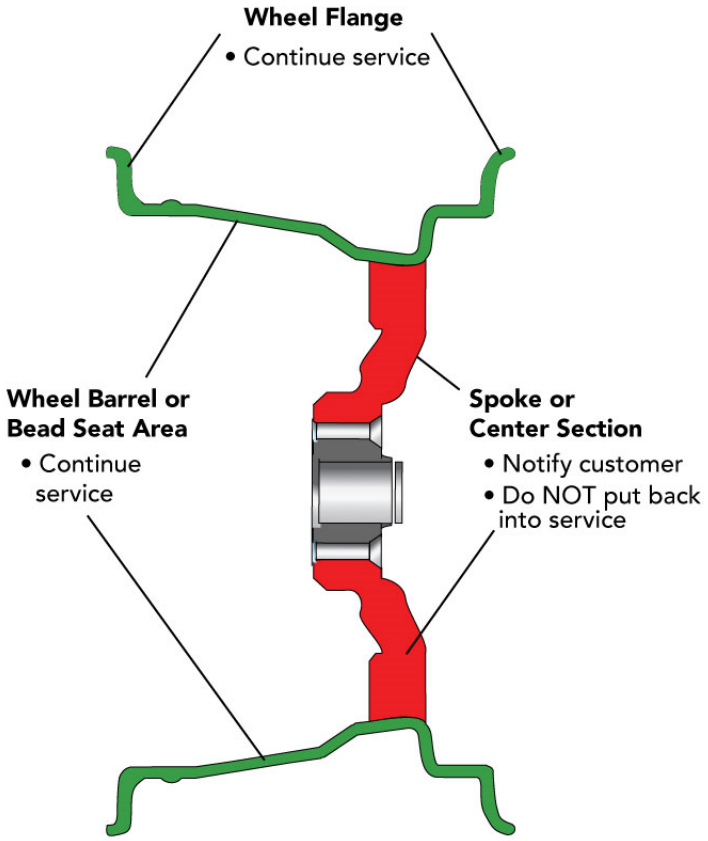
Servicing Cracked or Repaired/Modified Wheels

If the wheel is Cracked



If the wheel is Repaired/Modified Wheel



**** We cannot anticipate the severity of every visual condition.**
If you think the wheel is unsafe, you have the ability to discontinue the service. **

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Feedback

Servicing Steel Sidewall Tires

CRITICAL TO SAFETY

Mounting/Dismounting:

When mounting/dismounting a Steel Sidewall Tire you must verify that you:

- Have the proper tire/wheel size combination
- Use the metal clamps on the turntable designed for half size wheels.

Inflating:

Inflating **NEW** Steel Sidewall Tires requires a sidewall inspection once you have reached operating pressure.

Inflating **USED** Steel Sidewall Tires requires a safety inspection of the sidewall at 20 PSI then an additional sidewall inspection once you have reached operating pressure.

If you encounter any issues at any point during the inflation process with the tire, STOP, return the assembly back to the inflation cage *(if applicable)***, and contact your supervisor.**

CRITICAL TO QUALITY

Mounting/Dismounting:

When mounting or dismounting a steel sidewall tire always use the metal duckhead.

The Whys

- By inspecting the sidewalls while inflating you can identify a potential issue with a tire before it becomes a hazard.
- The metal clamps for the turntable are designed to fit the shape of half size wheels as they are different than a standard passenger wheel.
- The metal duckhead will make mounting and dismounting Steel Sidewall Tires easier. It will also reduce the chance of the duckhead slipping out of place or damaging the standard duckhead.

Operational Best Practices

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Servicing Steel Sidewall Tires

Guidelines

Follow these best practices when servicing steel sidewall tires:

- If a steel sidewall tire is 15 PSI or more below recommended inflation pressure, you must **perform an off-the-wheel inspection**.
- Always verify that you have the proper tire/wheel size combination.
- When installing steel sidewall tires, the steer (front) tires must have at least 4/32" of tread and cannot be retreaded or regrooved.
- If you encounter any issues at any point during the inflation process with the tire, **STOP**, return the assembly back to the inflation cage, and contact your supervisor.

Inflating new steel sidewall tires

Follow the same process learned in Inflating Tires training.

Once you have reached operating pressure in the assembly, inspect sidewalls for distortions, ripples, bubbles, or popping noises indicative of steel cords breaking.

Inflating used steel sidewall tires

Follow the same inflation process with an added safety check at 20 PSI.

- Mount and seal, then place in inflation cage.
- Use autoflate to inflate to 20 PSI.
- Disconnect hose and roll tire out of inflation cage to inspect sidewalls for; distortions, ripples, bubbles, or popping noises indicative of steel cords breaking.
- Place back in inflation cage and use autoflate to inflate to 80 PSI.
- Switch to MAST air gauge to achieve operating pressure.
- Inspect sidewalls a second time checking for distortions, ripples, bubbles, or popping noises.

Heavy duty equipment needed

This equipment is needed to service steel sidewall tires:

Equipment	Explanation
Metal Duckhead	Steel Sidewall Tires are less flexible than a standard passenger tire. Using the metal duckhead will make mounting and dismounting Steel Sidewall Tires easier and will also reduce the chance of the duckhead slipping out of place and damaging the standard duckhead.
Metal clamps for turntable	Half inch wheels have a different shaped rim flange and require a different set of clamps to secure to tire changer.
Bolt-in metal truck valves	Steel Sidewall Tires typically require a higher air pressure than a standard passenger tire.

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Service Area Workflow Basics Practice Observation

Note: Use for reference purposes only. For an employee to be certified, final observations must be completed in the LMS.

Done	Action
	Tech L/R Role – Completes work on assigned side of vehicle.
	Single Tech Role – Supports Crew Chief in preparing the vehicle for service and completes non-mirrored services.
	Effectively communicates and asks for help when needed.
	Completes work following Best Practices and Safety Protocols.

Comments

Operational Best Practices

Service Area Workflow

Types of Workcells

4-Person Workcell

This is the most basic workcell and the easiest to understand.
When you have four people to support a work cell, each person will have a dedicated role for Tech L for Left, Tech R for Right, Crew Chief (CC), and Service Coordinator (SC).

3-Person Workcell

A 3-person workcell functions the same way as the 4-person workcell, except one person shares the responsibilities of SC and CC.

5-Person Workcell

A 5-person workcell adds an additional Service Tech (ST), known as Tech S for Singles Tech, that will support the CC and can complete non-mirrored services.

2-Person Workcell

A 2-person workcell consists of one person who will fill the role of a CC and ST with another person who will fill the role of the SC and ST.

Types of Services

Mirrored Services

One ST will work on each side of the vehicle: Left Tech and Right Tech

Non-Mirrored Services

One ST will complete the repair/replacement while the other ST will perform any additional services needed such as rotation, balance, air checks, etc.

Three Stages of Service

The Service Coordinator will clearly communicate the work to be completed on each vehicle with your team throughout the Three Stages of Service.

Prep Stage

During this stage, the Crew Chief will primarily perform these services:

- Pull and stage the product(s) needed for each vehicle and have them staged in the proper location before the vehicle is pulled into the bay
- Ensure the workcell remains active by being available to safely guide the SC out of the service bay, while having the items needed to pull in the next vehicle
- Pull in the next vehicle
- Raises the vehicle using the lift or jacks
- Regarding spares, the CC will either:
    - Inflate the spare while still attached to the vehicle, or
    - Remove the spare and inflates during service
    - **Note**: If checking the spare requires you to go under the vehicle, the vehicle must be completely lowered before doing so. Perform prior to raising the vehicle in this situation.
- Prep the assemblies
    - Begin removing and staging them at the equipment to be used

(continued on next page)

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Three Stages of Service *(continued)*

Work Stage

During this stage, the ST will perform the following services:

- Remove assemblies (if applicable)
- Perform inspect, air-up, change, and/or balance services
- Install assemblies (if applicable)

Directly after the assemblies are removed, the SC will perform the Pre-Benediction, then on the way back to the Service Area, collect the next vehicle's work order.

Close Stage

During this stage, the SC will primarily perform these services:

- Validate work performed
  - Ensure that the ST and CC work is being completed according to our Best Practices
- Reset the TPMS
  - Must be done prior to the vehicle leaving the bay
- Pull the vehicle out
  - Be ready to pull/guide the current vehicle so the next vehicle can be pulled into the bay immediately
- Perform the Benediction

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DISCOUNT TIRE UNIVERSITY

Pulling Stock Practice Observation

Use for reference purposes only. For an employee to be certified, final observations must be completed in the LMS.

Pulling Stock

Done	Action
	Verbally reads tire tag and pulls the correct inventory using proper body mechanics.
	If applicable, locates nearest tire chutes and uses the tire cart to stage the product.
	Locates the wheels being installed and ensures the box is closed before pulling.
	Confirms all wheels have caps and stages the wheels in the designated area.
	Partially completes a Tire Registration Card (tire identification number, tire brand, and site number) and files it in the designated area.

Comments

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CERTIFIED Best Practices

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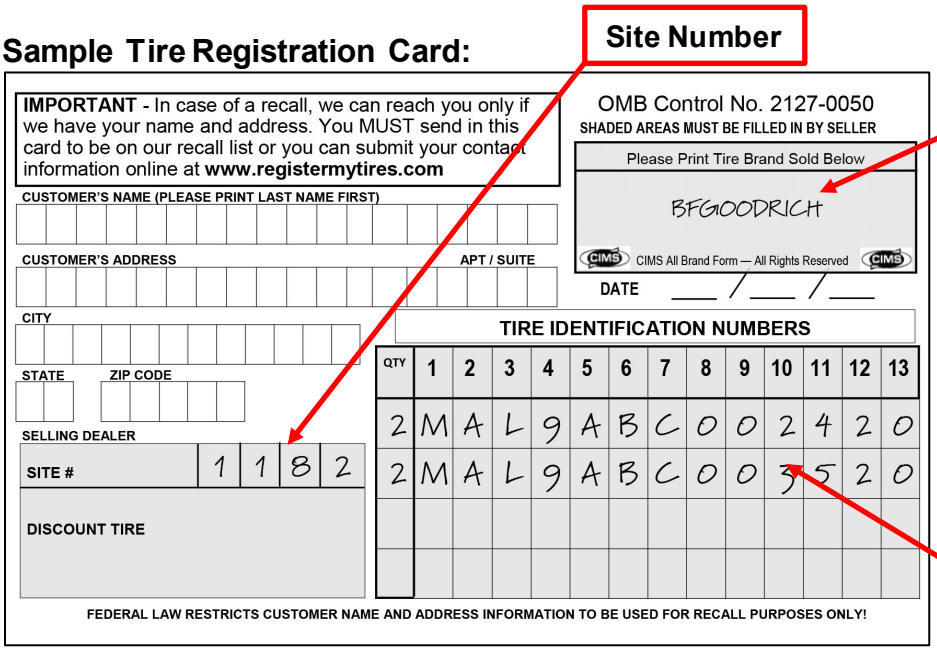
Tire Registration Card

CRITICAL TO SAFETY

- Filling out the Tire Registration Card and providing it to every customer that purchases a new or used tire is a **SAFETY-RELATED** Best Practice, which means it MUST be done every time
- Federal law requires a partially completed (tire identification number, tire brand, and site number) Tire Registration Card be provided to every tire purchase customer every time

Sample Tire Registration Card:



Name of Tire Brand Sold Must Appear in This Section

Serial Numbers of Each Tire Sold Must Appear in This Section

The actual serial numbers will appear on the tire sidewall. The letters DOT will identify the tire serial number to be recorded and will be up to 13 digits. DO NOT copy the letters DOT. It is not necessary to duplicate tire serial numbers if more than one tire sold bears the COMPLETE SERIAL NUMBER. Use the quantity column to record the number of tires sold with duplicate serial numbers.

Tire Registration Process:

1. The Crew Chief (or Service Tech) fills out the tire brand, tire identification information, and site number on the card.
2. During the Pre-Benediction or Service Benediction, the Service Coordinator returns the card to the customer, asks them to complete their tire registration by visiting www.discounttire.com/tire-registration or by filling out the customer information portion and mailing it in, emphasizing the importance of registering the tires.

Ordering: The 5S Assistant Manager is responsible for ordering the Tire Registration Cards and replenishing inventory when necessary.

The Whys

- Filling out the Tire Registration Card and providing it to every customer that purchases a new or used tire is a CRITICAL TO SAFETY Best Practice. Which means it MUST be done every time.
- This registration allows the manufacturer to notify them in the event of a tire recall.
- Providing a partially completed (tire identification number, tire brand, and site number) Tire Registration Card to every customer that purchases a tire is required by federal law.
- Fines and penalties may be assessed for failure to follow this federal law.

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DISCOUNT TIRE UNIVERSITY

Pulling Vehicles In Practice Observation

Use for reference purposes only. For an employee to be certified, final observations must be completed in the LMS.

Pulling Vehicles In

Done	Action
	Manager: Verifies that the trainee has a valid driver's license.
	Reviews work order and picks up keys.
	Checks that hands and clothes are clean and removes sharp objects from pockets and belt.
	Identifies any potential obstacles in the bay and parking lot.
	Walks around the vehicle to identify any hazards that may prevent them from safely navigating to the bay.
	Clears area around pedals.
	Ensures that the seat and mirrors are properly adjusted.
	Checks that the steering and brakes are both in working order.
	Drives the vehicle up to the bay in a safe and attentive manner.
	Stops vehicle completely before entering the bay and lightly honks the horn twice.
	Waits for a guide, and ensures there are no people in front of or behind vehicle as they proceed into bay. Including employees working on the tire changer, tire balancer, or using the inflation cage.
	Stays focused on the person guiding, their hand signals, and drives slowly.
	Places vehicle in park, turns off ignition, and removes the keys.
	Walks around the vehicle to check for obstructions and ensures the vehicle is properly positioned.
	Places keys with the work order.
	Reviews the instructions with Service Techs to ensure the proper services are being performed.
	Does not use phone while operating vehicle.

Comments

CERTIFIED Best Practices

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Pulling Vehicles Into the Bay

CRITICAL TO SAFETY

A valid driver's license is necessary to move vehicles.

- Come to a complete stop to ensure there are no employees in front or behind the vehicle. This includes employees changing, balancing, or using the inflation cage.
- Honk twice
- Make sure there is enough clearance for vehicles that are lowered or have ground effects.
- Make sure the guide is standing to the side as the vehicle enters the bay.
- Stay focused on the person guiding and their hand signals to ensure the vehicle is squarely loaded on the lift.
- Keep driver's door closed as vehicle is being pulled onto the lift.
- Employees can return to work when the vehicle has placed in park and shut off.

CRITICAL TO QUALITY

- Use low profile jacks for these vehicles.
- Check before entering bay that area is clear of debris or tools.

The Whys

- Checking the vehicle for existing damage allows us to document it before servicing the vehicle
- Certain ground effects can be damaged while pulling onto a lift
- Guiding vehicles into the bays ensures there are no obstructions in the path of the vehicle
- Do not leave the driver's door open because doors have been damaged striking walls, tool stands, and pillars
- Opening vehicle doors while pulling into the bay increases the risk of damaging the customer's vehicle
- Employees must stand to the side when guiding in case of driver error or unintended acceleration

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Customers Pulling Vehicles into the Bay

CRITICAL TO SAFETY	**Ask every customer if they feel comfortable pulling their own vehicles into the bays** 1) Stand off to the side of the bay entrance and stop every customer at the bay entrance before allowing them to pull in. 2) Gain customer's full attention. 3) Go over guide-in safety procedures and hand signals with every customer. 4) Clear area in front of and behind vehicle before guiding customer in. 5) Once in the bay, instruct customer to put vehicle in park and turn off ignition. 6) Have customer put keys in cup holder if staying in the vehicle. 7) Remind customer to watch their step when exiting the vehicle in the bays.

The Whys

- Never assume a customer waiting in their vehicle wants to pull in their own vehicle.
- Stopping the vehicle at the bay entrance allows you to make sure the vehicle is lined up properly and gives you time to make sure the area in front of the vehicle is clear.
- Most accidents that happen are a result of poor communication between the driver and the guide.
- Customers do not know our guide-in signals or procedures.
- Clearing the area in front of and behind the vehicle prevents the possibility for injury in the event the customer fails to stop.
- The vehicle must be placed in park to prevent it from rolling. Many customers think their vehicles should be placed in neutral.
- Removing keys from the ignition and placing them in the cupholder will help prevent the customer from accidentally starting the vehicle while it is being serviced. If the customer is exiting the vehicle, have them give their keys to you to prevent the keys from being locked in the car and allowing you to move the vehicle out of the bays if the customer cannot be found after the service has been completed.
- Lifts, lift blocks, and other tools can present a trip hazard for customers.

CERTIFIED Best Practices

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Customers Waiting in Vehicle During Service

 CRITICAL TO SAFETY	**Never allow a customer to wait in the vehicle during service if any of the following conditions are present:** • You need to use yellow lift blocks to raise the vehicle. • The vehicle has passengers in the back seat (including animals). • You have a safety concern with the customer remaining in the vehicle. If the Customer chooses to stay in their vehicle during service, have them put the vehicle in park and remove keys from the ignition.
 CRITICAL TO QUALITY	**Share the following information with the customer every time:** • The estimated time it will take to complete the service. • That they must remain in the vehicle for the duration of the service and limit movement inside the vehicle for stability. • If in an emergency the customer must exit the vehicle, they need to alert an employee to make sure it is safe to do so. • No smoking. • That we will let them know when they can start the vehicle again. Alert the customer before you raise and lower the vehicle.

The Whys

- A raised vehicle on yellow lift blocks can become unstable with customer movement in the vehicle.
- Movement from the back-seat occupants, especially children and animals, can cause the vehicle to become unstable.
- Not every scenario can be accounted for, so you are empowered to make the right decision for your situation.
- Removing the keys from the ignition and placing them into the cupholder will help prevent the customer from accidentally starting the vehicle while it is being serviced.
- We do this to make sure the customer does not decide they want to leave the vehicle while it is raised on the lift of jacks.
- Alerting the customer before raising and lowering will help prevent startling the customer.

DISCOUNT TIRE UNIVERSITY

Raising the Vehicle Practice Observation

Use for reference purposes only. For an employee to be certified, final observations must be completed in the LMS.

Raising the Vehicle

Done	Action
	Looks underneath the vehicle to identify proper lifting points when using a lift.
	Always points out the muffler, gas line, brake line, and air suspension (if equipped).
	Positions the lift blocks where needed.
	Always announces car is "going up" and waits for a reply.
	Starts the lift pump, engages the safety catch, and listens for noises.
	Always ensures that the vehicle is stable before continuing.
	Looks underneath the vehicle to identify proper lifting points when using a floor jack.
	Places one jack under each assembly at a safe lifting point.
	Tightens the jack handle and leaves it in an upright position.

Comments

Raising Vehicles

CRITICAL TO SAFETY	• Customers are not allowed to be in the vehicle when yellow lift blocks are being used. • DO NOT place lift blocks or jacks under non-raising points identified in the Vehicle Basics course. These components include, but are not limited to, the suspension, rear differential, engine, transmission, control arms, etc. • Never begin raising a vehicle without verifying the area is all clear. • If you are the person responsible for clearing the vehicle, DO NOT say, "Clear!" until you have visually verified that the area around the vehicle is safe for raising. • Always confirm that the vehicle is secure and lifted at solid raising points. • DO NOT begin work until the safety bar has been engaged. • Never enter the zone beneath a raised vehicle.
CRITICAL TO QUALITY	• Report any damage during service to your supervisor. • Always use the appropriate lift or jack accessories to prevent vehicle damage.

The Whys

- In order to prevent the vehicle from becoming unstable, customers are not allowed to be in the vehicle when yellow lift blocks are being used.
- Using the appropriate equipment for the job (lift, blocks, jacks, or special lift adaptors), in the proper places (designated lift points) reduces the chance of damaging the vehicle and ensures the stability of the vehicle during service.
- Visually clearing the vehicle and waiting for verbal confirmation of clearance from a tech who has visually inspected the area around the vehicle before raising helps us to avoid any potential employee injuries or damage to vehicles and/or tools.
- Raising the vehicle, at minimum past the first locking latch on the lift prevents the lift from lowering in the event of a cylinder failure. Employee injuries and vehicle damage are less likely to occur.

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Servicing TPMS

A vehicle that arrives with a working TPMS will leave with a working TPMS

CRITICAL TO QUALITY

Every time a tire is removed from the wheel, the TPMS sensor components will be replaced

- If a vehicle arrives with a non-functioning TPMS, it must be documented on the invoice that it is nonfunctioning if the customer declines our assistance to enable it
- Note: TPMS is a federally mandated safety device which cannot be disabled by a service provider
- For more info please refer to the TPMS Mandate Awareness Store Talk

Questions	Answers
If the vehicle is only 1 or 2 years old, do I have to rebuild the sensors? They are so new! **OR** We just rebuilt these sensors a couple days or week or two ago, do I need to replace it again?	**YES**. Reason: Rubber takes a "compression set" within the first few heat cycles. Also, replacement of the nut at every opportunity reduces the chance of corrosion seizure in the future.
If the sensor nut looks corroded and "I am afraid it will seize", what SHOULD I do?	**1a**. If the sensor has a replaceable valve; drill out the seized valve, and replace all valve components. **1b**. If the sensor is all one piece, STOP. Inform service coordinator or invoicing salesperson to get contingency plan. Contingency plan will be either: **BEST:** Attempt to remove sensor, replacing per contingency agreement with customer if necessary. **Minimum:** Customer refuses any replacement options and requests sensor not to be tampered with. **Rebuild kits **NOT** installed **MUST** be refunded to customer!
We are in a challenging situation and I am evaluating how to get on top of things. Can I prioritize the importance of rebuilding against the value of catching	**NO**. Customer Peace of Mind is the #1 priority regardless of the situation.
I have a flat repair invoice with a TPMS kit, but we determined the nail didn't go through and didn't have to demount the tire. Do I need to demount the tire just to rebuild the sensor?	**NO**. The Best Practice is to **rebuild whenever the tire is removed from the wheel**. If removal isn't needed, rebuilding isn't required.
What should I do if the work order doesn't show a rebuild kit was invoiced OR the wrong kit is invoiced?	**Ask** the Service Coordinator to determine the correct kit, or research it on the POS.
What should I do if the work order SHOWS a rebuild kit, but the vehicle I am servicing doesn't have sensors in the valve location (Example: wrong trim chosen, Sensors banded, Sensors previously removed by customer)	**Notify** the Service Coordinator or Invoicing Salesperson. Rebuild kits NOT required **MUST** be refunded to customer!
What if I cannot find the rebuild kit that is listed on the work order?	**Ask** the Service Coordinator to determine the correct alternate kit, or research alternate kit on the POS. If a replacement cannot be found, inform the Store Manager.

The Whys

- Causing an inoperative TPMS removes a system within the vehicle designed to keep the customer safe
- Rebuilding sensor components every time ensures an airtight seal, and reduces risk of corrosion and seizing

TPMS Troubleshooting

CRITICAL TO QUALITY

- **Solid symbol light:** This light means one or more tires are low in pressure. Inflate all tires to placard pressure ensuring all sensors read placard pressure or higher.

What could the problem be?	How do I check for this?	How do I fix it?
Air pressure is not set to placard pressure.	Check tire pressures	Set air pressure at placard cold inflation pressures.
Sensor in the spare tire is indicating the pressure is low.	Check spare tire for TPMS sensor.	Set spare tire PSI to placard cold inflation pressure.
Wrong sensor or part number was installed.	Double check Year/Make/Model of vehicle (see Model Year Chart on the KC). Double check sensor part numbers.	Replace with correct sensor and follow relearn procedures required when replacing new sensors.
Sensor is malfunctioning and providing wrong pressure data to the vehicle's computer.	Check TPMS sensors with Tech400. Make sure PSI reading equals the PSI in the tire.	Replace sensor and follow relearn procedures required when replacing new sensors.

- **Blinking symbol light, turning solid after 60 seconds:** This light means there is a system malfunction. Use the TPMS scan tool's Test Before You Touch (TBYT) to identify the issue and corrective actions.

What could the problem be?	How do I check for this?	How do I fix it?
Sensor is not functioning properly. May be damaged or battery may be completely dead.	• Sensor will not read on any scan tool • Make sure correct scan tool setting is being used and correct model year is chosen.	Replace sensor and follow relearn procedures required when replacing new sensors.
Battery is low.	• Tech400 can display "low battery" reading from sensor (information not available on all sensors).	Replace sensors and follow relearn procedures required when replacing new sensors.
Wrong sensor or part number was installed.	• Double check Year/Make/Model of the vehicle • Double check sensor part numbers.	Replace with correct sensor and follow relearn procedures required when replacing new sensors.

- **Solid "T-P-M-S" Letters light:** This light also means there is a system malfunction.

DISCOUNT TIRE UNIVERSITY

Service Area Workflow Intermediate Practice Observation

Note: Use for reference purposes only. For an employee to be certified, final observations must be completed in the LMS.

Done	Action
	Pulls and stages product at equipment at appropriate time.
	Pulls the vehicle into the bay, in a timely manner.
	Performs On-the-Vehicle inspection and air check of spare, when accessible.
	Raises the vehicle using the correct lifting points.
	After Crew Chief tasks are completed, (if time allows) begins servicing the vehicle.

Comments

Operational Best Practices

Service Area Workflow

Types of Workcells

4-Person Workcell

This is the most basic workcell and the easiest to understand.
When you have four people to support a work cell, each person will have a dedicated role for Tech L for Left, Tech R for Right, Crew Chief (CC), and Service Coordinator (SC).

3-Person Workcell

A 3-person workcell functions the same way as the 4-person workcell, except one person shares the responsibilities of SC and CC.

5-Person Workcell

A 5-person workcell adds an additional Service Tech (ST), known as Tech S for Singles Tech, that will support the CC and can complete non-mirrored services.

2-Person Workcell

A 2-person workcell consists of one person who will fill the role of a CC and ST with another person who will fill the role of the SC and ST.

Types of Services

Mirrored Services

One ST will work on each side of the vehicle: Left Tech and Right Tech

Non-Mirrored Services

One ST will complete the repair/replacement while the other ST will perform any additional services needed such as rotation, balance, air checks, etc.

Three Stages of Service

The Service Coordinator will clearly communicate the work to be completed on each vehicle with your team throughout the Three Stages of Service.

Prep Stage

During this stage, the Crew Chief will primarily perform these services:

- Pull and stage the product(s) needed for each vehicle and have them staged in the proper location before the vehicle is pulled into the bay
- Ensure the workcell remains active by being available to safely guide the SC out of the service bay, while having the items needed to pull in the next vehicle
- Pull in the next vehicle
- Raises the vehicle using the lift or jacks
- Regarding spares, the CC will either:
    - Inflate the spare while still attached to the vehicle, or
    - Remove the spare and inflates during service
    - **Note**: If checking the spare requires you to go under the vehicle, the vehicle must be completely lowered before doing so. Perform prior to raising the vehicle in this situation.
- Prep the assemblies
    - Begin removing and staging them at the equipment to be used

(continued on next page)

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Three Stages of Service *(continued)*

Work Stage

During this stage, the ST will perform the following services:

- Remove assemblies (if applicable)
- Perform inspect, air-up, change, and/or balance services
- Install assemblies (if applicable)

Directly after the assemblies are removed, the SC will perform the Pre-Benediction, then on the way back to the Service Area, collect the next vehicle's work order.

Close Stage

During this stage, the SC will primarily perform these services:

- Validate work performed
  - Ensure that the ST and CC work is being completed according to our Best Practices
- Reset the TPMS
  - Must be done prior to the vehicle leaving the bay
- Pull the vehicle out
  - Be ready to pull/guide the current vehicle so the next vehicle can be pulled into the bay immediately
- Perform the Benediction

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CERTIFIED Best Practices

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Fitment Rules

CRITICAL TO SAFETY

All vehicles will always be entered into the POS with the correct:

- Year
- Make
- Model
- Trim package (OE tire on placard = OE tire on fitment selected)

All DOT approved tires sold will meet the following requirements:

- Load (Determined by the OE load index and placard air pressure / reserve load)
- Rim width

All wheels sold and installed will have:

- Correct load rating
- Correct bolt pattern

The Whys

- Choosing the exact fitment from the fitment guide allows the POS to provide proper tire and wheel options for a wide range of customer preferences
- Reserve load is the additional load the tires on the vehicle can carry, above the axle weight limits. It is engineered in to account for under-inflation and overloading of the vehicle. Down-force and vehicle top speed capabilities may also play into the determination of reserve load
- Tires are engineered to perform within a given rim width range. When installed on an incorrect width rim, the flex point in the sidewall is shifted towards the belt edge (narrow wheel), or towards the bead (wide wheel), where excessive flexing under load was not intended
- Wheels are built and tested to withstand certain maximum loads for the lifetime of their use. Wheels being loaded above their maximum capacity can fatigue and fail
- An incorrect bolt pattern wheel will bend the studs under torque, causing uneven stress in the stud or lug bolt, potentially weakening it, or promoting stud/bolt failure

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DISCOUNT TIRE UNIVERSITY

Service Benediction Observation Checklist

Note: Use for reference purposes only. For an employee to be certified, final observations must be completed in the LMS.

Pre-Benediction

Done	Action
	Uses first name, last name, and vehicle type to locate the customer
	Discuss the invoice and all services being performed on the vehicle with the customer
	Provides customer with partially completed Tire Registration Card (tire identification number, tire brand, and site number) with instructions for next steps
	Informs the customer the vehicle should be pulled to the front of the store in a few minutes
	Offers customer option to pull the vehicle out of the bay themselves
	Addresses any questions or concerns the customer has

Service Benediction

Done	Action
	Greets the customer with a smile
	Reminds customer of services performed on the vehicle
	Discusses any maintenance issues with the customer
	Explains to the customer when to return for service
	Explains how often to check air pressure and inspect tires
	Hands the customer copy of the invoice
	Offers the customer their used TPMS components
	Asks for referrals
	Discusses Touchless Experience
	Confirms all questions and concerns have been address
	Thanks the customer by name for their visit
	Appropriately files the store copy of the work order

Comments

Service Benediction

The Service Benediction is our final opportunity to deliver on our Brand Promise: To ensure that our customers are happy with the service we have provided, and to demonstrate that we truly care about their satisfaction.

CRITICAL TO SAFETY	**During the Pre-Benediction**:
	• Provide the customer a partially completed Tire Registration Card (tire identification number, tire brand, and site number) every time, with instructions for next steps
	  ○ **Register Online:** By visiting www.discounttire.com/tire-registration
	  ○ **Register via Mail:** By completing the customer portion of Tire Registration Card, attaching postage, and mailing in

CRITICAL TO QUALITY	**After vehicle assemblies have been removed and thoroughly inspected**: • Locate the customer by their first name, last name, and vehicle type • Discuss the invoice and all services being performed on the vehicle • Let the customer know the vehicle will be pulled out front in a few minutes, or that they can pull the vehicle out of the bay themselves if they prefer • Ensure you address any questions or concerns they may have **After the vehicle has been pulled out of the bay and taken to the store front, or when the customer is ready to pull the vehicle out of the bay**: • Remind customer of services performed on the vehicle • Give the customer specific items such as the invoice, used TPMS parts, and business card • Ask for referrals • Ensure all of the customer's questions and concerns are addressed

The Whys

- Keeps customer informed on status of the vehicle during the visit
- Ensures peace of mind for the customer that the services needed were completed
- Helps us grow our business
- Keeps the Dream alive

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Operational Best Practices

AMERICA'S TIRE DISCOUNT TIRE DISCOUNT TIRE DIRECT

Service Benediction

The Service Benediction is our final opportunity to deliver on our Brand Promise: To ensure that Our Customers are happy with the service we have provided, and to demonstrate that we truly care about their satisfaction. **NOTE**: Be sure to have the customer's invoice, used TPMS parts, and Tire Registration Card on hand before starting the Service Benediction.

Pre-Benediction

The Pre-Benediction keeps the customer informed on the status of their vehicle service.

- Locate the customer by their first name, last name, and vehicle type
- Discuss the invoice and all services being performed on the vehicle
- Provide partially completed Tire Registration Card (tire identification number, tire brand, and site number) with instructions for next steps
    - **Register Online:** Customer can visit https://www.discounttire.com/tire-registration
    - **Register via Mail:** Customer should complete customer portion of Tire Registration Card, attach postage, and mail in
- Let them know the vehicle will be pulled out front in a few minutes, or that they can pull the vehicle out of the bay themselves if they prefer
- Ensure you address any questions or concerns they may have

Greeting the Customer

A warm greeting from you after services are complete and pulling the vehicle to the front of the store helps continue to provide them an Inviting, Easy, and Safe experience. When greeting the customer, do the following:

- Smile
- Introduce yourself, if you have not already
- Ask how their visit was

Reviewing the Invoice

Reviewing the invoice with the customer gives you a chance to prove you listened to them and addressed their immediate and true needs, while keeping their safety as your first priority. When reviewing the invoice with customer, discuss:

- Core services performed on the vehicle as a reminder
- Additional services performed on the vehicle, such as checking the spare tire and cleaning tire sidewalls
- Potential maintenance issues
- Preventative maintenance, such as how often to return the vehicle for services and air checks

Items for the Customer

During the Service Benediction, you must give the following items to the customer:

- Tire Registration Card
- Used TPMS components in a clear, resealable storage bag
    - If the customer does not want the used parts, discard them in the showroom or the location where the Service Benediction took place. **DO NOT** discard in the service area.
    - If your store recycles TPMS parts, use a recycle bin in the showroom.
- Copy of the invoice
- Business card

Concluding the Benediction

When concluding the Service Benediction, do the following:

- Ensure all questions and concerns have been addressed
- Ask if there is anything you could have done better
- Ask for referrals
- Remind the customer they can always visit the website to purchase products and set appointments/start times
- When the customer buys tires or wheels and books appointments/start times online, the customer can experience, on average, a 30% shorter wait time.Thank the customer, by name, for visiting

DISCOUNT TIRE UNIVERSITY

Pulling Vehicles Out Practice Observation

Use for reference purposes only. For an employee to be certified, final observations must be completed in the LMS.

Pulling Vehicles Out

Done	Action
	Manager: Verify that the trainee has a valid driver's license.
	Perform a final visual inspection around the vehicle for hazards.
	Check that hands and clothes are clean and remove sharp objects from pockets and belt.
	Locate the keys, identify a team member to guide out of the bay, and enter the vehicle.
	Ensure that the seat and mirrors are properly adjusted.
	Once the path of the vehicle is clear, start the engine, and honk twice to signal that the vehicle is being guided out.
	Drive slowly out of the bay, staying focused on the person guiding them and their hand signals. If necessary, have an additional person verify the clearance on the other side of the vehicle.
	Guide stays with the vehicle until it comes to a complete stop and begins pulling forward.
	Operate the vehicle in a safe and attentive manner while in the parking lot.
	Drive the vehicle up to the door or park the vehicle and notate spot.
	Did not use phone while operating the vehicle.

Comments

CERTIFIED Best Practices

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Pulling Vehicles Out

CRITICAL TO SAFETY	***A valid driver's license is necessary to move vehicles***. • Confirm all assemblies have been torqued and the vehicle has been lowered completely. • When backing out, always check to see that no employees are in front of or behind the vehicle. This includes employees changing, balancing, or using the inflation cage. • Adjust mirrors and be aware of your blind spot. • Honk! As you back up • Make sure the guide is standing to the side as the vehicle is being backed out. • Stay focused on the person guiding out the vehicle, their hand signals, and drive slowly.
CRITICAL TO QUALITY	• Make sure hands and clothes are clean before entering customer's vehicle. • Confirm that all products, services, settings, and Tire Registration Cards (tire identification number, tire brand, and site number) have been completed. • If the customer is present, pull the vehicle to the front of the store, park, turn off vehicle, and perform benediction. If not, document vehicle's location on the invoice.

The Whys

• We check for hazards before entering the vehicle so:

- We do not run over jacks
- We do not pull vehicles out before work is complete
- We know spares are appropriately put away

- Honk the horn to alert bystanders that the vehicle will be pulling out
- Do not leave the driver's door open because doors have been damaged striking walls, tool stands, and pillars
- Having a guide out is necessary as the store walls create blind spots
- Taking the keys out of the vehicle when the customer is present can prevent a vehicle from being stolen or from rolling away

CERTIFIED Best Practices

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Customers Pulling Vehicles Out of the Bay

CRITICAL TO SAFETY

Ask every Customer if they feel comfortable pulling their own vehicle out of the bay

1) Gain customers full attention.
2) Go over guide-out safety procedures and hand signals with every customer.
3) **Instruct customer to start vehicle only after:**
   - area in front of and behind vehicle is clear of employees and customers,
   - vehicle is completely lowered, and
   - blocks or jacks have been removed.
4) **Guide customer out of bay until the customer:**
   - comes to a complete stop, and
   - begins pulling forward making sure not to enter the path of the vehicle.

The Whys

- Never assume a customer wants to pull out their own vehicle.
- Most accidents that happen are a result of poor communication between the driver and the guide.
- Customers do not know our guide-out signals or procedures.
- Verifying everything is safe before instructing the customer to start the vehicle will help prevent accidents if the customer starts to move the vehicle before being instructed to do so.
- Staying with the customer until they are moving forward helps prevent accidents that can happen if the customer is reversing without a guide.

DISCOUNT TIRE UNIVERSITY

Service Area Workflow Advanced Practice Observation

Note: Use for reference purposes only. For an employee to be certified, final observations must be completed in the LMS.

Done	Action
	Gives a Pre-Benediction before the vehicle is complete.
	Stages the next invoice for the Crew Chief.
	Resets TPMS (if applicable) and signs off on completed services.
	Clicks vehicles in/out accurately on the CSL.
	Pulls the vehicle out of the bay in a timely manner.
	Performs a Service Benediction with the customer.
	Ensures services are performed according to Best Practices.
	Coaches Workflow concepts to sequence work and reduce footsteps.
	Keeps people on task; communicates effectively.
	Proactively makes changes when needed to keep vehicles moving in/out of the bays efficiently.

Comments

Operational Best Practices

Service Area Workflow

Types of Workcells

4-Person Workcell

This is the most basic workcell and the easiest to understand.
When you have four people to support a work cell, each person will have a dedicated role for Tech L for Left, Tech R for Right, Crew Chief (CC), and Service Coordinator (SC).

3-Person Workcell

A 3-person workcell functions the same way as the 4-person workcell, except one person shares the responsibilities of SC and CC.

5-Person Workcell

A 5-person workcell adds an additional Service Tech (ST), known as Tech S for Singles Tech, that will support the CC and can complete non-mirrored services.

2-Person Workcell

A 2-person workcell consists of one person who will fill the role of a CC and ST with another person who will fill the role of the SC and ST.

Types of Services

Mirrored Services

One ST will work on each side of the vehicle: Left Tech and Right Tech

Non-Mirrored Services

One ST will complete the repair/replacement while the other ST will perform any additional services needed such as rotation, balance, air checks, etc.

Three Stages of Service

The Service Coordinator will clearly communicate the work to be completed on each vehicle with your team throughout the Three Stages of Service.

Prep Stage

During this stage, the Crew Chief will primarily perform these services:

- Pull and stage the product(s) needed for each vehicle and have them staged in the proper location before the vehicle is pulled into the bay
- Ensure the workcell remains active by being available to safely guide the SC out of the service bay, while having the items needed to pull in the next vehicle
- Pull in the next vehicle
- Raises the vehicle using the lift or jacks
- Regarding spares, the CC will either:
    - Inflate the spare while still attached to the vehicle, or
    - Remove the spare and inflates during service
    - **Note**: If checking the spare requires you to go under the vehicle, the vehicle must be completely lowered before doing so. Perform prior to raising the vehicle in this situation.
- Prep the assemblies
    - Begin removing and staging them at the equipment to be used

(continued on next page)

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Three Stages of Service *(continued)*

Work Stage

During this stage, the ST will perform the following services:

- Remove assemblies (if applicable)
- Perform inspect, air-up, change, and/or balance services
- Install assemblies (if applicable)

Directly after the assemblies are removed, the SC will perform the Pre-Benediction, then on the way back to the Service Area, collect the next vehicle's work order.

Close Stage

During this stage, the SC will primarily perform these services:

- Validate work performed
  - Ensure that the ST and CC work is being completed according to our Best Practices
- Reset the TPMS
  - Must be done prior to the vehicle leaving the bay
- Pull the vehicle out
  - Be ready to pull/guide the current vehicle so the next vehicle can be pulled into the bay immediately
- Perform the Benediction

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