

## OE Replica Lugs

Our First Consideration is always the safety of Our Customers. Damaged lugs are so common that we have specialized tools which allow us to remove them safely and effectively. This document provides you with the information needed to effectively offer OE Replica lugs in a way that demonstrates our Brand Dimensions.

### Who We Are

It is our responsibility to do everything we can to ensure Our Customers leave safer than when they arrived.

By offering OE Replica lugs, we can prevent issues such as the inability to change a flat tire due to swollen lugs that cannot be removed using the equipment provided with their vehicle.

### What We Do

We are the Trusted Experts that Our Customers choose to do business with because we are caring people, doing the right thing, every day.

Each store has received eight different OE Replica lug kits that cover 80% of the vehicles we service daily.

The expectation is that you follow the Best Practices outlined in the training you have received throughout your career (CES, Assembly Inspection, etc.).

Here are some reminders of when to share your findings with the customer:

- During the VTV inspection
- During the Pre-Benediction for anything that could not be seen during the VTV

And some tips for how to share our findings with the customer:

- Show customer damaged lug stuck in half size socket
- Show customer standard socket not fitting over existing lugs
- Explain how this could leave them stranded and unable to remove the assembly

Whether this is done in the Customer Lounge by taking them into the Service Area, or sharing the information over the phone, we are empowering the customer with the information they need to make an informed decision that provides them with peace of mind.



### Assessing the Gauges

The Lug Nuts Report updates daily and provides details about the amount of replica lug nuts, along with all other types of lug nuts sold at your store. Details such as the average number sold daily, the total number sold, and the net sales for the specified filtered periods/dates. This report can be found from the Products and Services Secondary Driver section of the Store Manager, Marketing Manager, and 5S Assistant Manager AOR pages on the KC.

### Setting Up the Win

As a reminder, it is the responsibility of every person who performs a VTV or removes/installs a lug to inspect and call out swollen, damaged, or missing lugs so the information can be shared with the customer.

This also means that the Senior, Marketing, and 5S Assistant Managers should be checking that these inspections are being done throughout the day by using the AOR Go See Audits.