

## 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.