

## Benefits We Provide to Service Customers

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**Explain benefits** Many customers do not understand the effort and steps involved to service their vehicles. Share these details with your service customers so that they will understand the time it takes to perform these services.

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**Flat repair** We will:

- Repair your tire free of charge following the safest industry standards
- Perform an Off the Vehicle inspection
- Repair the injury from the inside out, using a patch and plug. This is the “safest way to repair a tire”
- Rebuild TPMS sensors or replace the valve stem
- Road force balance the tire
- Visually inspect all other tires, including your spare, and adjust the air pressure as needed
- Torque all exposed lugs to manufacturer specifications
- Reset the Tire Pressure Monitoring System (free of charge)

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**Rotation and balance** We will:

- Inspect all tire and wheel assemblies, including the spare, and adjust air pressure as needed
- Inspect lugs and studs and remove any corrosion from hubs and wheels
- Road force balance every assembly to ensure a smooth and comfortable ride
- Torque lugs to manufacturer specifications
- Reset the Tire Pressure Monitoring System (free of charge)

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**New tires/wheels** We will:

- Inspect all tire and wheel assemblies not being changed, including the spare, and adjust air pressure as needed
- Inspect lugs and studs and remove any corrosion from hubs and wheels
- Rebuild TPMS sensors or replace valve stem
- Road force balance the assembly to ensure a smooth and comfortable ride
- Torque all exposed lugs to manufacture specs
- Reset the Tire Pressure Monitoring System (free of charge)

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**Resetting TPMS (possibly required during any tire service)**

- We will reset your Tire Pressure Monitoring System free of charge when needed to keep the system operating at its best
- If you arrived with a low pressure light ON, we will ensure it is OFF, by setting accurate tire pressures, before returning the vehicle to you

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**Diagnosing and replacing TPMS malfunctions**

- We will complete a free diagnosis of the Tire Pressure Monitoring System to see what is causing the malfunction
- If new sensors are required, we will install them at a reasonable cost
- We will reset your TPMS system with the new sensors free of charge
- While we generally ensure the TPMS light is OFF before returning the vehicle to you, on some occasions, they need to be driven to complete the process. We will let you know if that is the case and what to expect

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