

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