

Vision Warrior Wheel Customer Advisory

Vision Warrior wheel recall **6 lug GM and Nissan application only:**

In order to keep our customers safe, Vision Wheel is informing customers that have purchased certain sizes of Vision Warrior Wheel of potential issues that may arise if the wheel is installed on the hub incorrectly.

Due to the insufficient machining and use of the supplied hub centering ring, there is a risk of an automotive service installing the wheels incorrectly. If this occurs, the tire and wheel assembly could become loose or potentially fall off during vehicle operation.

The Vision Wheel Recall affects customers who have purchased the Vision Warrior (Phantom Black), select 17" & 18" sizes for 6 lug GM and Nissan application only.

[Sample customer letter from Vision Wheel](#)

DT / AT offer

Discount Tire / America's Tire is offering customers a free wheel inspection and free replacement of wheels if they are found to contain the defect, along with \$100 off their next purchase.

Customer options

If the wheels are affected by the recall:

- Option 1:** Replace with a wheel that you have in stock, of same or lesser value.
- Option 2:** Chrome finish will be available in the same wheel design. Select quantities of Phantom Black will be redistributed to affected stores.
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Talking to your customer

When speaking with customers in the store or over the phone, it's important to explain the situation in the right way, and provide the customer with the following information:

- We are notifying our customers because we care about their safety.
 - The potential issue is the machining of the hub bore on the wheel.
 - Because we are not the only ones to service your vehicle, we want to make sure there is no risk of installing the wheels incorrectly.
 - There is nothing structurally wrong with the wheel.
 - We are offering a free wheel inspection and free replacement of affected wheels.
 - The customer's best option is to make an appointment for the inspection and service.
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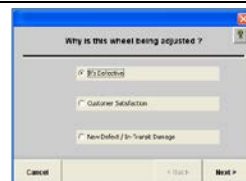
Inspecting the wheel

Conduct a wheel inspection to determine whether the wheel is affected by the recall or not. Follow these steps to inspect the wheel:

Step	Action						
1	Raise the vehicle and remove all assemblies.						
2	<p>Inspect the hub rings with the wheels for flush application.</p> <p>NOTE: If no hub ring was installed with the initial installation, remove the wheel and test fit with the red Vision hub ring supplied.</p> <p>Vision Wheel Inspection Video</p> <table> <tr> <th>If the hub ring ...</th><th>Then ...</th></tr> <tr> <td>does NOT sit flush,</td><td>  <p>Wheel is affected by recall</p> <p>Remove the hub ring from the wheel and explain to the customer their wheel is part of the recall and you need to either order the correct wheel (if not in stock) or install a new set.</p> </td></tr> <tr> <td>sits flush,</td><td>  <p>Wheel is NOT affected by recall.</p> <p>Thank the customer for taking the time to come into the store and letting us inspect their vehicle. Explain that their wheel is not part of the recall.</p> </td></tr> </table>	If the hub ring ...	Then ...	does NOT sit flush,	 <p>Wheel is affected by recall</p> <p>Remove the hub ring from the wheel and explain to the customer their wheel is part of the recall and you need to either order the correct wheel (if not in stock) or install a new set.</p>	sits flush,	 <p>Wheel is NOT affected by recall.</p> <p>Thank the customer for taking the time to come into the store and letting us inspect their vehicle. Explain that their wheel is not part of the recall.</p>
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Handling the sales process

If the wheel is affected by the recall, follow these steps to process the free wheel replacement in the POS:

Step	Action	
1	On the Detailed Items screen, use the Vision Wheel Labor Code #80724.	
2	Select Other on the Defective Wheel Adjustment screen.	
3	For the adjustment reason: Select "It's Defective"	
4	After the work order is generated, notify your Store Manager or Senior Assistant to thank the customer and explain any issues or concerns.	

Redeeming the \$100 gift certificate

If the customer wishes to redeem their \$100 gift card, use the "\$100 Instant Rebate" Product Code **87979**.

Contact

If you have any questions or concerns, please contact your AVP.