

Date: 6-13-16

To: All 4WP Employees

Re: Lug Nut Safety

From: Mark Allen

This is another reminder about how important it is to inspect each part we install on our customers vehicles. This is not just for customer satisfaction and the installation of a great product but for safety reasons as well.

Every vendor we use in the "world of aftermarket" swap suppliers from time to time and you as an installer you may not see change because the package is the same or the part looks identical. Don't let this fool you or get comfortable in the everyday grind we all live in.

With that said, there is nothing more important than inspecting key safety items before they are installed. This goes for many items but not limited to; Wheels, lug nuts, brake lines, steering and suspension components.

If it doesn't fit or feel right get someone else involved, Service Manager, Manager, RSM or me. Let's make sure we do the right thing. This protects our customer and us as a company.

Below is a vendor change of a lug that could have ended in a bad way. Like I said before, don't assume each part we install will always be the same.

This memo is not because someone did something wrong, it's to remind you of the hazards we work with on a daily bases, if one person thinks twice before shipping a truck it worked.

