



Service & Technician Bulletin

TO: All Sales and Service
FROM: Service Operations
DATE: 3/31/10
SUBJECT: Wheel Torque and proper fitment

Over the years we have hired many new faces in the shops. They may not know all the rules we have, but they need to know the important ones at the very least.

When a vehicle is in our shops the same rules apply as in the past. After the wheel are put back on the vehicle and it hits the ground the wheels are to be torque with the proper tool. Either torque sticks or a torque wrench. ((Do not run the lugs nuts to full torque with an impact gun)). You will not know if you over torque the lugs nuts or not.

This may result in stud damage, or the lug nut backing off causing a very unsafe condition.

After the test drive they are to be re-torque by the technician and once again by the Service Manager or Shop Foreman after final drop zone.

Below are a few scenarios that could cause a false torque reading and or an unsafe condition.

- A. The first set of pictures the lug nut was not long enough for the stud. This can be common on Super Duty, Ford Ranger and F-150. The key to this is looking at the lug nuts on the left; the top is no longer flat. This is a visual indication there is a problem and should be corrected.
- B. The second set is an "ET style" Lug that has been installed on an aluminum wheel, notice the (gauled) aluminum on the shoulder. This will also give you a false torque reading. "Tip, spray a small amount of WD-40 on the shoulder of the lug" This is the same concept as using cutting oil when drilling aluminum to keep the drill bit clean. This style should be used on all Toyotas.
- There is no picture for the last one, but how many times have you tried to put a center cap on Toyota? It fits very tight, sometimes so tight that you have to use a rubber mallet to get it on straight. The key here is to put them on "before" the wheel goes on. This way you are sure it's straight and can proceed safely.

JJ: File in Memo 3 ring binder, by Division, in numerical sequence

Remember, you're Service Manger or Shop Foreman can only check what they can see.

A



A



B



Any questions, please call Service Operations I'm here to help!

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