



Griffin Tools and Supply, LLC

Specializing in Undercar Products and Shop Supplies

The Problem - Wheel Offs

Negative consequences of un-torqued lug nuts.

Replacement and liability costs

Damaged image of service providers

Lower customer retention



Negative Publicity

11,000,000+ references to wheels falling off and numerous negative customer reviews in Google alone

...by consumers, for consumers ...scams, consumer complaints, and frauds reported. File a report, Re:

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Report: #195722

Report: Pep Boys

Reported By: (N Massapequa New York)

Pep Boys Did crappy work wheel falls off car, PepBoys says not their problem Ripoff H

Pep Boys

Hicksville New York 11801
U.S.A.
Phone: 800-737-2697
Web Address:

Category: Auto Repair Service

Waiting for http://desk.opt.fimserve.com/adopt/?r=h&l=99

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Topic Index > Repair and Maintenance > wheel fell off

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CAR TALK ASKS:
wheel fell off
I took my '99 infinity qx4 suv in for a pre trip check up to the daeler, a reliable place. they repacked the wheel bearings and put in a new front axle.(I know almost nothing about cars) the car ran fine on the trip even at higher speeds,65-75 mph. Some 650 miles later, on the way to work, the car began to make a loud noise and shortly the front wheel came off the

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Wheel Felt off - Lug Bolts Snapped off

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03-28-05, 07:06 PM

TMaxxTim
Lexus Test Driver
Trader Score: (0)

Wheel Felt off - Lug Bolts Snapped off

Well about 2 weeks ago I started hearing a faint clicking in my front wheel, only

Tennessee
LAW CENTER
Injuries get serious attention

CONTACT | ARCHIVES

My Car Fell Off! What Are My

an Day

When the wheel fell off. I lost control of the ended up in the hospital with lots of broken

The Solution



**WHEEL SERVICE
WIRELESS TORQUE DOCUMENTATION SYSTEM**

**INCREASE SERVICE SPEED, ACCURACY, AND
CUSTOMER SAFETY / SATISFACTION!**



**PROGRAMMABLE FROM
CAR MANUFACTURER
TORQUE DATABASE**



**Document exactly what torque was put
on which lug nut on which vehicle, by
which technician, and when**

**SMART WIRELESS
PROGRAMMABLE
TORQUE WRENCH**

The Solution



WHEEL SERVICE WIRELESS TORQUE DOCUMENTATION SYSTEM

Current Process

- Variability —*tools, equipment, technician, vehicle specs.*
- Correct torque applied? Not verifiable, provable, or documentable.
- Technician tools in spec? Unknown.

Controlled Process

- Dramatic reduction in variability tools, equipment, technician, vehicle specs.
- Correct torque applied? Verifiable, provable, and documentable.
- Technician tools in spec? Known.
- Higher productivity. Allows shop to remove torque re-check step, if required.

The result?

- ➔ Improved service level.
- ➔ Improved safety and reduced liability.
- ➔ More satisfied customers.

The Solution



WHEEL SERVICE WIRELESS TORQUE DOCUMENTATION SYSTEM

SYSTEM DEVELOPED SPECIFICALLY FOR TIRE SHOPS

- SPEED AND ACCURACY – LIMIT NUMBER OF TOOLS USED
- TIGHTEN WHEEL NUTS TO MANUFACTURER'S TORQUE SPECIFICATIONS
- REDUCE THE POSSIBILITY OF MIS-TIGHTENING WHEEL NUTS
- WIRELESS OPERATION
 - EASILY PROGRAMMED BASED ON VEHICLE DATA FROM INSTALLED TORQUE DATABASE
 - WIRELESS TRANSMISSION OF TORQUE SETTING TO WRENCH
 - ACTUAL TORQUE VALUES RECORDED FOR EACH WHEEL NUT
 - RECORDED TORQUE VALUES TRANSMITTED BACK TO POINT OF SALE FOR CUSTOMER RECORD AND/OR SALES RECEIPT
- POTENTIALLY REDUCES LIABILITY TO WHEEL NUT FAILURE / WHEEL OFF

The Solution



WHEEL SERVICE WIRELESS TORQUE DOCUMENTATION SYSTEM

SIMPLE ORDER ENTRY OPEN WORK ORDER SCREENS

Tire-Torque Management Program (TTMP)

CONTROL PANEL

SEARCH AND ADD

☐ Add to Existing Customer

First:

Last:

Address:

State:

City:

Zip:

Phone:

LicensePlate#:

Comment:

Choose Car From Database

Year: Make: Model:

| id | Year | Make | Model | Options | Wheel Size | Lug_Nr | Ft-lb |
|------|------|------|----------------|----------------------|---------------|--------|-------|
| 5181 | 2005 | Ford | Club Wagon | E150 | P235/70R16 | 5 | 100 |
| 5182 | 2005 | Ford | Club Wagon | E350 Super Duty Ext. | LT245/75R16/E | 8 | 140 |
| 5183 | 2005 | Ford | Club Wagon | E350 Super Duty w/Op | LT245/75R16/E | 8 | 140 |
| 5184 | 2005 | Ford | Club Wagon | E350 Super Duty | LT225/75R16/E | 8 | 140 |
| 5188 | 2005 | Ford | Crown Victoria | Police Special | P225/60R16 | 5 | 105 |
| 5187 | 2005 | Ford | Crown Victoria | LX Sport | P235/55R17 | 5 | 105 |
| 5186 | 2005 | Ford | Crown Victoria | LX | P225/60R16 | 5 | 105 |
| 5185 | 2005 | Ford | Crown Victoria | Base | P225/60R16 | 5 | 105 |
| 5195 | 2005 | Ford | Econoline | E250 Super Duty Carg | LT225/75R16/E | 8 | 140 |
| 5194 | 2005 | Ford | Econoline | E250 Super Duty Carg | LT225/75R16/E | 8 | 140 |
| 5193 | 2005 | Ford | Econoline | E350 Super Duty Carg | LT245/75R16/E | 8 | 140 |
| 5192 | 2005 | Ford | Econoline | E350 Super Duty Carg | LT245/75R16/E | 8 | 140 |
| 5191 | 2005 | Ford | Econoline | E250 Super Duty Carg | LT245/75R16/E | 8 | 140 |
| 5190 | 2005 | Ford | Econoline | E250 Super Duty Carg | LT245/75R16/E | 8 | 140 |

Num Nut: Torque:

Input a Car

Year: Make: Model: Lug_nut: Torque:

MANAGER CONTROL PANEL

ORDER ENTRY CAN BE A STAND ALONE SYSTEM OR ADDED TO SHOP/COMPANY OPERATING SYSTEM

The Solution



WHEEL SERVICE WIRELESS TORQUE DOCUMENTATION SYSTEM

SIMPLE ORDER LIST SCREEN AND OPEN WORK ORDER

Tire-Torque Management Program (TTMP)

CONTROL PANEL

NEW REFRESH CLEAR WO RETORQUE CANCEL RETORQUE DELETE PRINT TEST

| ID | Name | Year | Make | Model | #Nut | Wheels | Ft-lb | Status |
|----|--------------|------|-----------|----------------|------|---------------------|-------|---------|
| 13 | Young, Eddie | 2000 | Ford | Crown Victoria | 5 | DF DR PF PR DRO PRO | 110 | closed |
| 12 | Le, Truong | 2012 | TrueBlood | Vamp | 3 | DF DR PF PR | 60 | closed |
| 11 | Let, Simon | 2010 | Sony | SDK | 4 | DF DR PF PR | 210 | cleared |
| 9 | Rag, Joana | 2004 | Cadillac | DeVille | 4 | DR PR DRO PRO | 110 | final |
| 8 | Let, Simon | 2002 | Dodge | Pickup | 2 | DF PF | 60 | closed |
| 7 | Let, Simon | 1996 | Hyundai | Sonata | 4 | DF DR PF PR | 60 | closed |
| 6 | Let, Simon | 2002 | Hyundai | Santa Fe | 5 | DF DR PF PR DRO PRO | 80 | cleared |
| 5 | hghg, bgvghg | 2007 | BMW | 328i | 5 | DF DR PF PR | 88 | cleared |
| 4 | ghghg, hghg | 2006 | Buick | Rainier | 6 | DF DR PF PR | 100 | cleared |
| 3 | Let, Simon | 2003 | Infiniti | G35 | 6 | DR | 60 | final |
| 2 | Let, Simon | 2005 | Cadillac | DeVille | 5 | DF DR | 60 | final |
| 1 | Let, Simon | 2004 | Cadillac | CTS | 6 | DF DR PF PR | 60 | closed |

WO Detail Views

Start Date: 9/16/2009 09:47:15
End Date: 9/16/2009 09:56:32
Address: 999 Ugly Duckling Ave., No man land, AK 23523
Phone: (252) 352-3523
License Pl: 2523523523
Employee: TEST
WID: 021409001000
Final WID: 021409001000
Comment: done

Original Torque: 100 Ft-lb
Original No. Nut: 5

Return Torque

| Nut # | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|-------|-----|-----|-----|-----|---|---|---|---|---|----|
| DF: | | | | | | | | | | |
| DR: | 110 | 110 | 109 | 110 | | | | | | |
| PF: | | | | | | | | | | |
| PR: | 110 | 108 | 107 | 109 | | | | | | |
| DRO: | 110 | 110 | 111 | 108 | | | | | | |
| PRO: | 107 | 110 | 108 | 110 | | | | | | |

Final Torque

| Nut # | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|-------|------|------|-----|-----|---|---|---|---|---|----|
| DF: | | | | | | | | | | |
| DR: | 110 | 110 | 109 | 110 | | | | | | |
| PF: | | | | | | | | | | |
| PR: | 108* | 109 | 110 | 110 | | | | | | |
| DRO: | 110 | 109 | 110 | 111 | | | | | | |
| PRO: | 110* | 110* | 108 | 110 | | | | | | |

* = Torque has been corrected.

MANAGER CONTROL PANEL

ORDER ENTRY CAN BE A STAND ALONE SYSTEM OR ADDED TO SHOP/COMPANY OPERATING SYSTEM

The Solution



**WHEEL SERVICE
WIRELESS TORQUE DOCUMENTATION SYSTEM**

WIRELESS SMART WRENCH CONNECTED TO A SMART SYSTEM

TECHNICIAN EASILY FINDS THE CORRECT WORK ORDER



TECHNICIAN CAN EASILY
SCROLL UP AND DOWN TO
SELECT DESIRED WORK
ORDER

PUSH BUTTON TO ENTER
SELECTED WORK ORDER
TO UPLOAD OEM REQUIRED
TORQUE VALUES

The Solution



WHEEL SERVICE WIRELESS TORQUE DOCUMENTATION SYSTEM

WIRELESS SMART WRENCH CONNECTED TO A SMART SYSTEM

WRENCH DISPLAYS TO TECHNICIAN:

- ☐ THE PROGRAMMED TORQUE SETTING
- ☐ SELECTED WHEEL LOCATION
- ☐ NUMBER OF WHEEL NUTS REQUIRED TO BE TIGHTENED



SMART WRENCH WILL NOT LET THE TECHNICIAN PROCEED:

- ☐ UNLESS ALL NUTS ARE TIGHTENED TO SPECIFICATION
- ☐ IF TRYING TO TIGHTEN THE SAME WHEEL NUT TWICE
- ☐ IF MISSING OR FORGETTING TO TIGHTEN A WHEEL NUT

The Solution



WHEEL SERVICE WIRELESS TORQUE DOCUMENTATION SYSTEM

WIRELESS SMART WRENCH CONNECTED TO A SMART SYSTEM

WHEEL NUT INSTALLATION INFORMATION EASILY TRANSMITTED BACK FOR:

- ❖ PRINTING OF WHEEL AND INDIVIDUAL WHEEL NUT TORQUE VALUES ON CUSTOMER DOCUMENTATION
- ❖ ARCHIVING OF CUSTOMER RECORDS SHOWING WORK HAS BEEN COMPLETED CORRECTLY
- ❖ POSITIVE DATA TRANSMISSION VERIFICATION

When all torque requirements have been completed, user easily sends results back to the database with a single push of a button



The Solution



WHEEL SERVICE WIRELESS TORQUE DOCUMENTATION SYSTEM

BENEFITS OF A DOCUMENTED TORQUE SYSTEM

SIMPLIFY WHEEL SERVICE OPERATIONS

- REDUCE THE NUMBER AND COMPLEXITY OF TOOLS
- INTEGRATED SYSTEM FOR WHEEL REMOVAL AND INSTALLATION
 - Torque Limited Impact Wrench — Full Torque Off / Limited Torque On
 - Wireless Torque Wrench
- STANDARDIZE SYSTEM PLATFORM FOR THE SERVICE BAY AND P.O.S. SYSTEM
- INCREASE SPEED AND ACCURACY OF INSTALLATION PROCESS

REDUCE POSSIBILITY FOR TECHNICIAN ERROR

- TIGHTEN WHEEL NUTS TO OEM TORQUE REQUIREMENTS
- SIMPLE TO USE WITHOUT SPECIAL TRAINING
- CONFIRMATION OF COMPLETION WHEEL INSTALLATION PROCESS STEPS
- PROTECT THE CUSTOMER'S VEHICLE FROM DAMAGE
- PROTECT YOUR COMPANY AND REPUTATION



Griffin Tools and Supply, LLC

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**If you have any questions please
call Bob Griffin @ (847) 651-3099
or visit our website @**

www.griffintoolsandsupply.com

Thank You!