



LIABILITY CONCERNS

If you are currently charging customers for subcontracted repairs of any kind **you are liable for that repair**, even though you may have no control over what was done. Most subcontracted repairs do not involve critical safety issues, but wheel straightening does, and it is not what you might think.

Automotive experts have condemned wheel straightening as unsafe, even though it has been a common practice for over 15 years. The opinions of these experts continue to place a cloud of liability over the practice. A recent scientific study has changed all that.

The laboratory discovery, documented in a 2016 SAE Paper, indicates that continued driving on a bent wheel will likely result in a crack. This can lead to low tire pressure, a potentially dangerous situation. One of the most common causes of catastrophic blowouts is low tire pressure. This means that you now should be informing your customers about this newly discovered safety hazard and failure to advise them could be considered negligence.

The discovery also revealed that straightening a wheel, **in a proper manner**, will return the wheel to a condition reliable enough to pass every SAE required safety test for brand new wheels.

We cannot speak for any other methods of wheel straightening, but currently the only method accepted by the Society of Automotive Engineers is our patented NewArc™ Dual-Axis Strain Relief wheel straightening process.

For the first time ever, there is a documented repair process that will render a bent wheel safe. And you now have an opportunity to provide that service to your customers. Of course, you cannot force your customer to have any repair done. But, should they choose to do nothing about it, a signed release from them indicating they have been advised of the hazard could be important.

The bottom line is that you can now add a beneficial customer service to your repair lineup. **Wheel straightening will not only be a profitable addition for you, it will increase customer satisfaction by making them safer and saving them money.**