

ANSWER KEY TO CHALLENGE SHEET

LUG STUD CHALLENGE

Customer's Concern: I have a flat tire. I tried to remove the wheel, but I couldn't loosen the lug nuts. I broke two lug studs and am afraid I'll break more. Could you send a tow truck?

Customer Vehicle: Hyundai Elantra.

Possible Causes of This Challenge:

1. Rusted lug nuts.
2. Stripped lug nuts.
3. Overtightened lug nuts.

Safety First Practices to Follow:

1. Wear safety glasses at all times.
2. Follow all safety rules when using hand tools.

Tools and Equipment Required:

1. Hand tools.
2. Large washers that will fit lug studs.