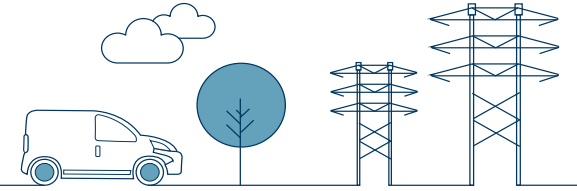
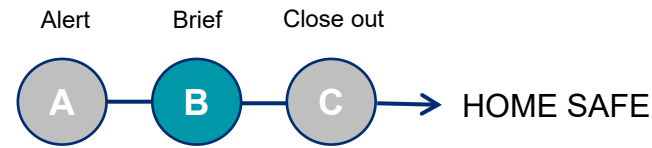


SHE BRIEF

Vehicle Wheel Losses



Key initial learnings to be shared more widely

What happened?

Loss of wheel from 2018 Toyota Hi Lux, resulting in damage to 3rd party vehicle travelling in opposite direction.

This is the 2nd incident of this type in the last 4 weeks and the 3rd in 2022.

We have experienced the loss of wheel studs with corresponding wheel loss, specifically related to steel wheels on older vehicles (+5yrs), with the most recent occurrences taking place following a puncture and subsequent fitting of the spare wheel.

The wheels on these are under-slung, which appears to be causing corrosion. Specifically imperfections in the wheel lug mating surface, causing the wheel nuts not to tighten correctly.

Should you experience a puncture in any vehicle, you should contact the leasing company driver helpline [unless local exceptions are in place and agreed with Fleet, and local risk assessment and work instructions are followed] and request recovery to change or repair the wheel. If the spare wheel is used, then specific attention should be made to the condition of the spare wheel by the fitter before fitment. Condition checks should be applied, no matter if an SSE supplied fleet vehicle or daily rental, and wheel sentry devices re-installed where available.

It is important that the manufacturer's recommended torque settings are adhered to when securing a wheel back onto a vehicle, which is why we recommend any wheel change is completed by a competent professional. On initial tightening, there is a strong possibility of the nuts then seating themselves into position and loosening slightly. It is therefore **strongly** recommended that the wheel fixing should be retightened to the recommended torque after 30 minutes if the vehicle is stationary or within 25 to 50 miles if the vehicle is used, where reasonably practical. This should be completed at an approved provider and regular observation via the daily checks and wheel sentry system for looseness will still be necessary.

If, on inspection of the wheels, you see anything which raises concerns, DO NOT DRIVE the vehicle and call SSE Driver line and request recovery to a tyre repair supplier.

What's Next: A Working Group has been formed to fully understand the possible causes and mitigating actions that will take place following this incident to avoid further incidents in the future and that the vehicles we operate are safe and compliant.

