

## **It's Better to Push Before You Pull**

Many car manufacturers are requiring tow truck operators to use thread-in towing eyelets as the only attachment point for loading vehicles onto flatbed or rollback style tow trucks. The receivers on these vehicles are usually located in the front and rear bumper and are covered with a small removable plug painted to match the bumper. On some vehicles, these plugs are removed by pulling or prying them out of the bumper assembly, risking damage to the painted surfaces of the bumper and/or the plug. When these plugs are required to be pulled or pried out of their locations, most manufacturers incorporate a slot in the plug, indicating where to pull or pry to remove the plug.

Manufacturers are changing the way these plugs are removed due to an increase in paint damage to customers' vehicles. Service providers should now look for an arrow on the removable plug, which indicates the location on the cover that should be pushed to remove it. As the removable plug is pushed in the location indicated, the plug tips out at the opposite end, making removal of the plug easier and reducing the likelihood of damage when removed properly.

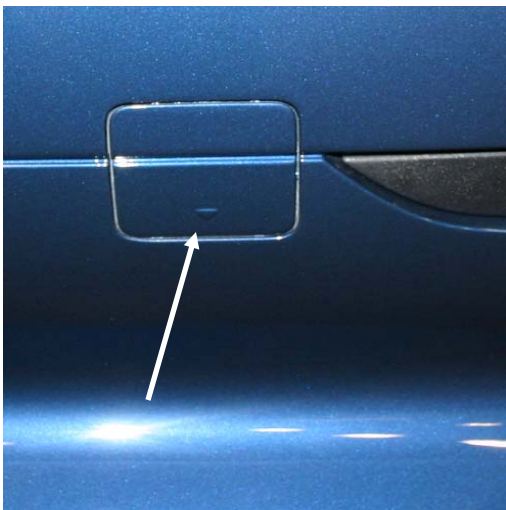
The following images show some of the different types of eyelet receiver plugs being used on newer vehicles. One thing to remember is to always try to push on the corners of the eyelet plugs before trying to pry one out that does not have an indicated slot. This will help reduce damage claims and protect customers' vehicles.



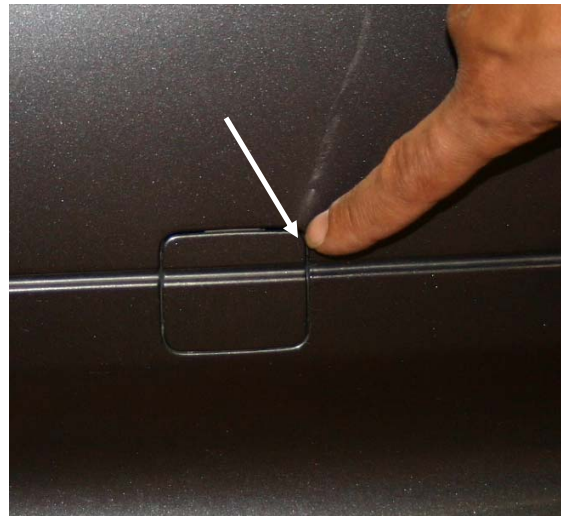
2006 Mercedes-Benz CLS Rear



2006 Mercedes-Benz CLS Front



2004-06 BMW 5 Series



2006 BMW 3 Series 4 door



2006 Mazda MX-5 (Miata) Front



2006 Mazda MX-5 Rear