

From: [Jon Collier](#)
To: stoga1987@gmail.com
Subject: Re: gorilla-auto.com - General Inquiry Form
Date: Saturday, February 19, 2022 8:27:34 AM
Attachments: [gorilla-logo-4.png](#)
[image001.png](#)

Hi Scott,

Our warranty is a manufacturer defect warranty but doesn't specifically cover any potential damage from installation in an incorrect application.

This part is correct for your application, but I understand your concerns but do not have an answer for that concern. If our recommendation isn't sufficient, working with an installer or sticking with OEM parts is our recommendation.

Thank you,



Jon Collier
Brand Manager – Gorilla Automotive

6131 Knott Avenue, Buena Park, CA 90620
P: 323-585-2852
F: 323-587-0119
E: jon.collier@gorilla-auto.com
gorilla-auto.com

From: stoga1987@gmail.com <stoga1987@gmail.com>
Sent: Saturday, February 19, 2022 8:23:36 AM
To: Jon Collier <jon.collier@gorilla-auto.com>
Subject: RE: gorilla-auto.com - General Inquiry Form

I take it from your email that Gorilla does not warrant against damage potentially caused by your wheel locks. I will have to go with a different manufacturer.

If you will please pass on feedback from a potential customer, I would buy if the seating area matched the OEM lug nuts.

Thanks,

Scott Carter

From: Jon Collier <jon.collier@gorilla-auto.com>
Sent: Friday, February 18, 2022 2:37 PM
To: stoga1987@gmail.com
Subject: RE: gorilla-auto.com - General Inquiry Form

Hi Scott,

That part# is what we have recommended for Tesla applications since the first Model S releases. I'm confident you won't have any issues, but if you're unsure I would recommend working with a Wheel and Tire installer for their assessment, or to return these parts and stick with Tesla OEM parts.

Thank you,



Jon Collier
Brand Manager – Gorilla Automotive

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E: jon.collier@gorilla-auto.com
gorilla-auto.com

From: stoga1987@gmail.com <stoga1987@gmail.com>
Sent: Friday, February 18, 2022 7:37 AM
To: Jon Collier <jon.collier@gorilla-auto.com>
Subject: RE: gorilla-auto.com - General Inquiry Form

Jon,

I love the locks, but am concerned that the engagement area is significantly smaller than the OEM lug nuts. Can I get a copy of Gorilla's warranty for these locks, I can't find it on your website. My particular question is does Gorilla's warranty cover potential damage to the wheel resulting from the smaller engagement area?

If these locks are the proper engagement area, it begs the question why the 96643BDX locks are wider (like the OEM lug nuts). Does Gorilla have plans to make acorn locks that match the engagement area of the OEM lug nuts?

Thank you,

Scott Carter

From: Jon Collier <jon.collier@gorilla-auto.com>
Sent: Thursday, February 17, 2022 5:01 PM
To: stoga1987@gmail.com
Subject: RE: gorilla-auto.com - General Inquiry Form

Hi Scott,

I apologize, that engagement can vary by wheel style but in either case it is sufficient with the locks you purchased. We've been recommending that part for your application without issues.

The 96643BDX locks are wider than the OEMs, but would not clear the wheel cover in either case.

Thank you,



Jon Collier
Brand Manager – Gorilla Automotive

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F: [323-587-0119](tel:323-587-0119)
E: jon.collier@gorilla-auto.com
gorilla-auto.com

From: stoga1987@gmail.com <stoga1987@gmail.com>
Sent: Thursday, February 17, 2022 4:55 PM
To: Jon Collier <jon.collier@gorilla-auto.com>
Subject: RE: gorilla-auto.com - General Inquiry Form

Jon,

Thanks for super quick response. Actually, the seating area of the wheel hits the full depth of the OEM lug nut (see attached photo). This can also be seen in the previous photo I sent, where you can see that the OEM lug nut is shiny for the full depth where it hits the wheel surface.

Is the seating area of the 96643BDX nuts the same as the OEM's?

Thanks,

Scott Carter

From: Jon Collier <jon.collier@gorilla-auto.com>
Sent: Thursday, February 17, 2022 4:47 PM
To: stoga1987@gmail.com
Subject: RE: gorilla-auto.com - General Inquiry Form

Hi Scott,

That is the correct part# for your application. The seat area on the wheel is similar to the locks purchased, while the OEM lugs are wider than the seat in the wheel so the whole width of the part isn't necessary.

Thank you,



Jon Collier
Brand Manager – Gorilla Automotive

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gorilla-auto.com

From: stoga1987@gmail.com <stoga1987@gmail.com>
Sent: Thursday, February 17, 2022 4:43 PM
To: Jon Collier <jon.collier@gorilla-auto.com>
Subject: RE: gorilla-auto.com - General Inquiry Form

Jon,

As discussed below, I purchased the 78643 locks thru Amazon, but when I went to put them on the seating area is much narrower (see attached photos). Did I order the wrong nuts?

Looks like the seating area on the 96643BDX nuts is closer to the OEM nuts, but as you said they wont fit behind the Aero covers.

Please advise,

Scott Carter

From: Jon Collier <jon.collier@gorilla-auto.com>
Sent: Wednesday, January 26, 2022 10:25 AM
To: stoga1987@gmail.com
Subject: RE: gorilla-auto.com - General Inquiry Form

Replacement keys are sold through our website (www.GorillaKey.com) once you receive the lock set and have your Key Registration# from the silver sticker in the set. We don't process or ship Amazon orders so that's nothing that can be ordered from us at the same time.

Thank you,



Jon Collier
Brand Manager – Gorilla Automotive

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F: [323-587-0119](tel:323-587-0119)
E: jon.collier@gorilla-auto.com
gorilla-auto.com

From: stoga1987@gmail.com <stoga1987@gmail.com>
Sent: Wednesday, January 26, 2022 10:21 AM
To: Jon Collier <jon.collier@gorilla-auto.com>
Subject: RE: gorilla-auto.com - General Inquiry Form

Sorry, one last question.

I am planning on ordering the 78643N thru Amazon. As it looks like to drop ships directly from Gorilla, I am wondering if I can add an extra key to my order. What is cost for extra key and how do I order?

Or can I order directly from the factory or local rep. I am in norther CA, zip 94515

Thanks,

Scott Carter

From: Jon Collier <jon.collier@gorilla-auto.com>
Sent: Wednesday, January 26, 2022 9:34 AM
To: stoga1987@gmail.com
Subject: RE: gorilla-auto.com - General Inquiry Form

Happy to help.

Thank you,



Jon Collier
Brand Manager – Gorilla Automotive

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E: jon.collier@gorilla-auto.com
gorilla-auto.com

From: stoga1987@gmail.com <stoga1987@gmail.com>
Sent: Wednesday, January 26, 2022 8:56 AM
To: Jon Collier <jon.collier@gorilla-auto.com>
Subject: RE: gorilla-auto.com - General Inquiry Form

Thanks!

Scott Carter

From: Jon Collier <jon.collier@gorilla-auto.com>
Sent: Tuesday, January 25, 2022 11:16 AM
To: stoga1987@gmail.com
Subject: RE: gorilla-auto.com - General Inquiry Form

Hi Scott,

Part# 71643NBC is a standard acorn lock that is narrower than the factory lug nuts, so visually it will look different and it's not the most appropriate part# for the application. Our Factory Style locks are designed to be a match in function and form to OEM stainless steel capped lugs with wide seats, like Telsa uses on exposed lug wheels.

Gorilla products have a 1 year warranty against manufacturer defects, which includes rust that occurs through normal maintenance and cleaning. Most rust issues can be reduced or eliminated by deliberate cleaning of lugs during winter months where road salts and deicing chemicals are used. If those corrosive elements stay on plating it will cause damage in time.

Thank you,



Jon Collier
Brand Manager – Gorilla Automotive

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F: [323-587-0119](tel:323-587-0119)
E: jon.collier@gorilla-auto.com
gorilla-auto.com

From: stoga1987@gmail.com <stoga1987@gmail.com>

Sent: Monday, January 24, 2022 7:48 PM

To: Jon Collier <jon.collier@gorilla-auto.com>

Subject: RE: gorilla-auto.com - General Inquiry Form

I read on a Tesla forum that the 71643NBC will work for my car...is that correct? Other than height, what is the difference from the 96643BDX? Also, looks like it is about the price

Thanks,

Scott Carter

From: Jon Collier <jon.collier@gorilla-auto.com>

Sent: Monday, January 24, 2022 4:25 PM

To: stoga1987@gmail.com

Subject: RE: gorilla-auto.com - General Inquiry Form

Hi Scott,

The lock style required would be different between covered and exposed. Our closed end locks may not fit behind the cover, so an open end lock is what is recommended. Here are both options, the open end lock System for covered lugs is only available in zinc (no black option):

96643BDX – Factory Style System, black 20 pack

78643N – Open End System, 20 pack

Gorilla products can be purchased through online retailers like Amazon, Summit Racing, https://protect-us.mimecast.com/s/6TtpCBBRXkF7w738INQ74_?domain=ebay.com, as well as Wheel Pros dealers near you (<https://www.wheelpros.com/dealers>). We don't sell retail from our warehouse or website.

Thank you,



Jon Collier
Brand Manager – Gorilla Automotive

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E: jon.collier@gorilla-auto.com
gorilla-auto.com

From: stoga1987@gmail.com <stoga1987@gmail.com>

Sent: Monday, January 24, 2022 4:12 PM

To: Jon Collier <jon.collier@gorilla-auto.com>

Subject: Re: gorilla-auto.com - General Inquiry Form

Covered by aero disc, but I may remove. I want black color

Thanks

On Jan 24, 2022, at 3:34 PM, Jon Collier <jon.collier@gorilla-auto.com> wrote:

Hi Scott,

Thanks for getting in touch.

For your stock wheels, are your lugs covered by an aero disc or center cap or are they exposed?

Thank you,



Jon Collier
Brand Manager – Gorilla Automotive

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F: [323-587-0119](tel:323-587-0119)

E: jon.collier@gorilla-auto.com
gorilla-auto.com

-----Original Message-----

From: stoga1987@gmail.com <stoga1987@gmail.com>

Sent: Monday, January 24, 2022 10:24 AM

To: Jon Collier <jon.collier@gorilla-auto.com>

Subject: gorilla-auto.com - General Inquiry Form

Name: Scott Carter

Phone:

Email: stoga1987@gmail.com

Description: What wheel locks will fit 2022 Tesla Model 3 RWD with stock 18" wheels. Please also include information for the "every wheel a lock system"

Thanks