



September 27, 2022

Hello Regional Offices and Store Managers,

Last year, we began expanding the 19.5" tire services to help support more of our everyday customers and our growing number of Fleet customers. As we continue to evaluate feedback to improve our processes and selection of stores, we wanted to share some recent updates and re-introduce this opportunity to stores that are not already Certified to offer this service.

### **Updates**

- To help Regional Offices keep track of the progress of stores in their region, Regional VPs and AVPs will now receive a monthly report showing their current Qualified and Certified stores, and stores that have completed the Interest Form, but do not have the required equipment.
- If a store completes the Interest Form and does not have the required equipment or proper electrical settings, the store will need to be evaluated and the equipment will need to be obtained before they can be Qualified to service 19.5" tires. Regional Offices will now need to work directly with their Regional Facilities teams to obtain the equipment for each store.
- Approximately 100 stores have been identified as ideal candidates for offering this service based on their location and amount of 19.5" tire business. These stores will receive a separate communication later this week with more information.

### **Our ask of you**

#### **Store Managers:**

- If your store is actively in the process to be Qualified or Certified to perform 19.5" tire services, please work with your Regional Office to complete the process.
- If you are not already Qualified or Certified, please review the [19.5" Tires KC page](#) and evaluate if your store would benefit from offering this service.

**NOTE:** You can use the Qualified/Certified Stores button on the 19.5" Tires KC page to check your store's status.

#### **Regional Offices:**

- Please leverage the upcoming monthly reporting to assist your stores through their Qualification and Certification steps for offering this service.
- Work with your Regional Facilities teams to obtain the required equipment and perform the necessary electrical work for each store that you will be approving for conversion.
- If you have to deny a store for any reason (unavailable equipment, cost to convert their electrical, etc.) or remove them from the Qualification or Certification process, please submit that information through the Feedback button on the [19.5" Tires KC page](#) to have them removed from your monthly reporting.

If you have any questions, please use the Feedback button on the [19.5" Tires KC page](#).

Thank you for your continued support as we work to expand these services to more stores.