

Log into the LMS for training. The materials provided here are only for reference.

### GET THE NUMBERS:

Our first consideration is the safety of our customers.

First, address your customer's immediate needs before you get the numbers. With both, you can determine your customer's true needs. This is how we gain trust and deliver peace of mind.

#### VTV:

Perform a complete visit the vehicle and get all the numbers.

For our customer's safety, we:

- Always recommend replacing tires at 6 years or more past the date of manufacture.
- Do not service tires at 10 years or older.

#### TREAD DEPTH:

Check the tread depth in 3 spots, outside, middle, inside. The lowest tread depth is the true tread depth.

For our customer's safety, we:

- Always recommend replacing any tire with tread depth of 4/32nds of an inch or less.
- Do not service tires with 2/32" tread or below.



#### DOT:

If you can't see the DOT during VTV, it is safest and more efficient to wait until the tire is off the vehicle before collecting this information.

#### OVERALL CONDITION:

For a complete list of damage types, check the DTU Tire and Wheel Inspection job aid.