



Preparation

- Print the participant guide and this guide.
- Once the learner has completed the course (approx. 15 min), take them to the workroom.
- Your goal is to provide context and reinforce the information provided in the course.
- If you are unfamiliar with any of the course content, please revisit the module for clarification prior to conducting this mentorship session.

Discussions

After the module, discuss:

- The importance of the on-the-vehicle assembly inspection
- Questions that you could ask about vehicle conditions to help you build the relationship with your customer during Phase 1 CES.
- Offering wheels based on a safety, appearance, or upgrade need.
- TPMS Guarantee and recommending TPMS
- Common tire conditions poster and the tire conditions page on the Knowledge Center
- Educating customers about tread wear
- Adjustable conditions
- Educating customers about tire age
- The importance of complete and accurate data capture

Demonstrate

- Performing an on-the-vehicle assembly inspection

Practice

(minimum reps)

N/A	

Review Best Practices

N/A

Requirements for Certification

This course requires completion of:

<input checked="" type="checkbox"/> eLearning	<input checked="" type="checkbox"/> Assessment
<input type="checkbox"/> Acknowledgement	<input type="checkbox"/> Observation