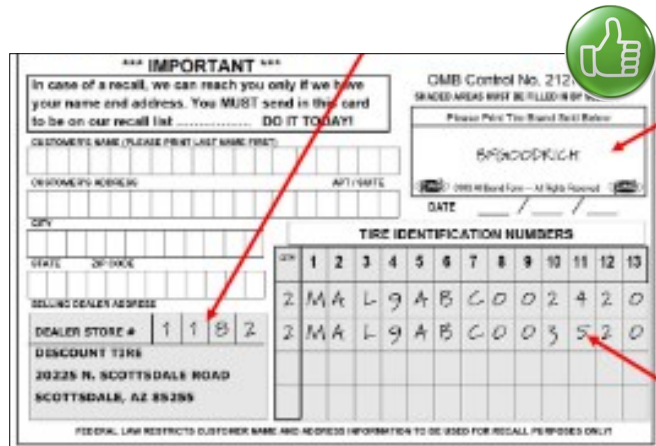
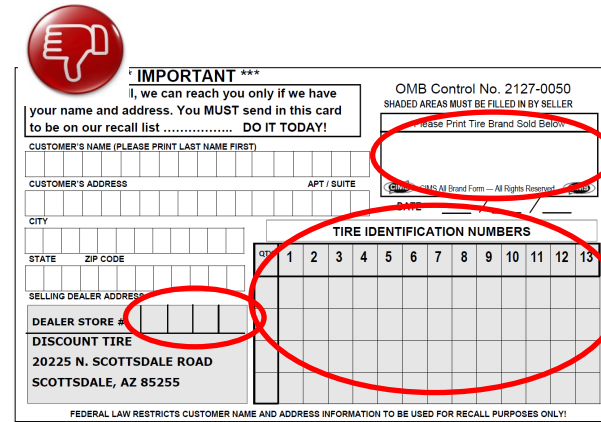


OBSERVE AND COACH

TIRE REGISTRATION CARD

1. CC (or Service Tech) fills out the tire brand, the tire identification information, and site number on the card.
2. SC returns card to customer and asks them to fill out the customer information portion and mail it in.

	SAFE	AT RISK
1		
2		
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For each **SAFE** observation

1. Praise the employee for executing this **CRITICAL TO SAFETY** Best Practice.
2. Remind the employee about the benefits of filling out and providing the card to Our Customer:
 - ! Helps to inform Our Customers when the tire manufacturer recalls the customer's tires
 - ! it is Federal Law
 - ! Shows Our Customers their safety is one of our top priorities

For each **AT RISK** observation

1. Use the information below to help coach the employee:
 - ! Filling out the Tire Registration Card and providing it to every customer that purchases a new or used tire is a **CRITICAL TO SAFETY** Best Practice, which means it **MUST** be done every time.
 - ! This registration allows the manufacturer to notify the customer in the event of a tire recall.
 - ! Providing a properly filled out Tire Registration Card to every customer that purchases a tire is required by federal law.
 - ! Fines and penalties may be assessed for failure to follow this federal law.