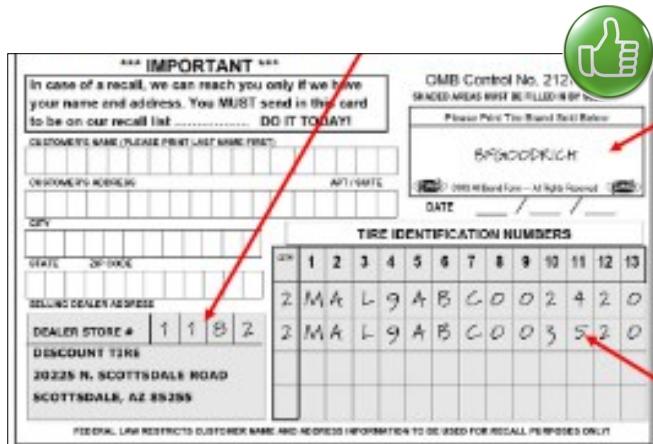


# OBserve AND COACH

## 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.



**\*\* IMPORTANT \*\***  
 In case of a recall, we can reach you only if we have your name and address. You **MUST** send in this card to be on our recall list ..... **DO IT TODAY!**

OMB Control No. 2127-0050  
 SHADED AREAS MUST BE FILLED IN BY SELLER  
 Please Print Tire Brand Sold Below

CUSTOMER'S NAME (PLEASE PRINT LAST NAME FIRST)

CUSTOMER'S ADDRESS APT / SUITE

CITY STATE ZIP CODE

SELLING DEALER ADDRESS

DEALER STORE #

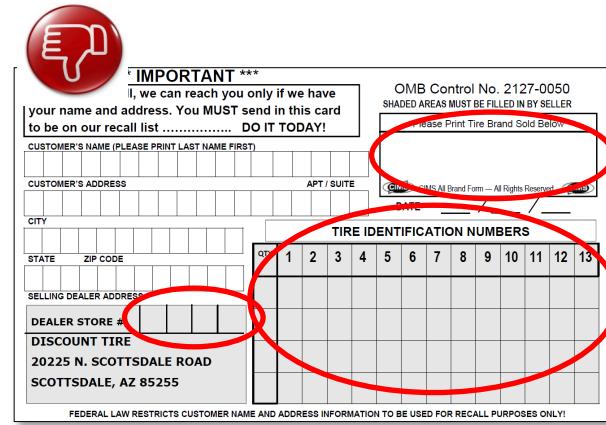
DISCOUNT TIRE

20225 N. SCOTTSDALE ROAD  
 SCOTTSDALE, AZ 85255

TIRE IDENTIFICATION NUMBERS

1	2	3	4	5	6	7	8	9	10	11	12	13
2	M	A	L	9	A	B	C	0	0	2	4	2
2	M	A	L	9	A	B	C	0	0	3	5	0

FEDERAL LAW RESTRICTS CUSTOMER NAME AND ADDRESS INFORMATION TO BE USED FOR RECALL PURPOSES ONLY



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DISCOUNT TIRE

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2	M	A	L	9	A	B	C	0	0	3	5	0

FEDERAL LAW RESTRICTS CUSTOMER NAME AND ADDRESS INFORMATION TO BE USED FOR RECALL PURPOSES ONLY

	SAFE	AT RISK
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		

### 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.