

Adjustment Wizard Instructions

Investigate Possible Adjustable Condition

Complete a tire inspection and interview the customer to verify and understand the reason for the potential adjustment.

Some reasons that might cause you to further investigate a possible adjustable tire condition include:

- Leak
- Vibration
- Bubble
- Flat
- Road hazard
- Premature tread wear

Or if the customer does not like or is uncomfortable with the product.

Making the Adjustment

From the Invoice screen, select **Adjustment** from the **Cond. Code** column.

Genesis Store System 8.8.1043

C-F1 DALLIN - 187 C-F2 Session 2 C-F3 Session 3 C-F4 Session 4

TEST 1 CUSTOMER 2002 HONDA CIVIC CPE/SDN DX/LX/HK

Main F4 Customer Inquiry F5 Customer Vehicle Data F1 Fitment F2 Twinquiry F3 Detail Items F6 Payment

Appointment Times Air Pressure ALT-1

Warranty

First Last AAA Member ID

Name TEST 1 CUSTOMER Add

Tax Rate(s)... Clear Fitment

Code	Cond. Code	Qty	Axle	Size	Description	FET	Sale	Total Amt
34283	Adjustm...	4	B	185 /70 R14 88T SL BSW	MCH MICHELIN DEFENDER	0.00	104.00	416.00
80017	Normal	4		CERTIFICATES FOR	REFUND, REPLACEMENT	0.00	18.50	74.00
86888	Normal	4		STAT		17.5"	0.00	2.00
80224	Normal	4		WAS		0.00	3.50	14.00
80219								76.00

Why Is This Tire Being Adjusted?

Options include MFG Mileage Warranty or DT/AT/DTD Mileage Warranty..

See Adjustment Type Descriptions for Manufacturer Adjustable Condition codes.

For other adjustment reasons, an adjustment code is not needed. Just answer the adjustment wizard questions.

☐ Mileage Warranty
☐ Manufacturer Adjustable Condition
☐ Road Hazard/Damage
☐ Customer Satisfaction DTC/ATC
☐ MFG Policy/Goodwill

Quantity Of

Sales Comments

System Comments

Cancel < Back Next >

Credit Card Payment Estimator

Promotional Period: 6 Months

Estimated Monthly Payment: \$106

Sub Total: 588.00

Sales Tax: 45.11

Grand Total: 633.11

Quit Territorial Stock Inventory History Product Code Detail Information Sheets Credit App Clear Next

Invoice Sales

Depending on the adjustment reason selected, you will be asked for different information. It is important to answer the questions completely.

Note: An adjustment code is needed only for a **Manufacturer Adjustable Condition**.

Adjustment Condition	Descriptions
Manufacturer Adjustment Condition	Choose for any tire that meets the criteria for returning the tire to the manufacturer for adjustment credit.
Road Hazard/Damage	Choose for road hazard adjustments not warrantable by the manufacturer or any non-repairable damage that happens in the store.
Mileage Warranty	Choose when adjusting any brand of tire that is worn to the tread wear indicator and comply with the warranty for mileage guarantee. In order to determine if a tire can be returned for a mileage warranty adjustment, see the Adjustments page on the KC. Note: The adjustment wizard provides a field for an authorization code. If no authorization code is required or obtained, please continue with the adjustment.
Customer Satisfaction DT/AT/DTD	Choose for customer satisfaction or credit where no other adjustment condition applies.
MFG Policy/Goodwill	Choose for goodwill and policy adjustments on Major Brand, OE or any time an authorization number is required from the manufacturer. Customer service phone numbers for each manufacturer can be found on the Adjustment page on the KC. Note: The adjustment wizard provides a field for an authorization code. If no authorization code is required or obtained, please continue with the adjustment.

USTMA Repairs

If an adjustment has a USTMA repair, use the guidelines on the [Adjustments page](#) for that manufacturer.