

## 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.

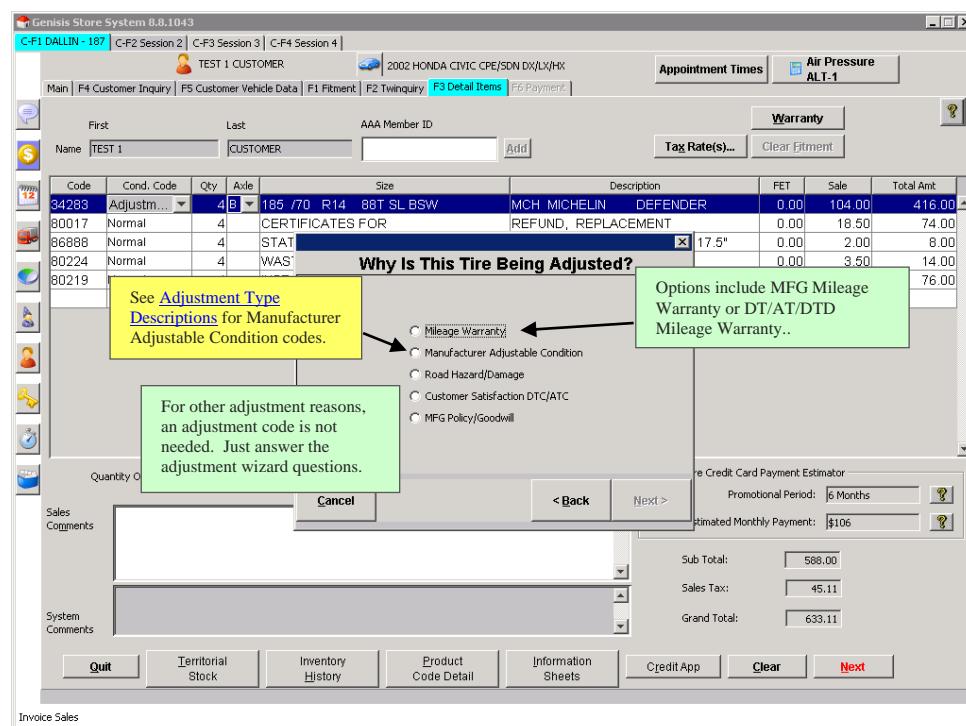
Some reasons that might cause you to further investigate a possible adjustable tire condition include:

- 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.



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
<b>Manufacturer Adjustment Condition</b>	Choose for any tire that meets the criteria for returning the tire to the manufacturer for adjustment credit.
<b>Road Hazard/Damage</b>	Choose for road hazard adjustments not warrantable by <a href="#">the manufacturer</a> or any non-repairable damage that happens in the store.
<b>Mileage Warranty</b>	<p>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 <a href="#">Adjustments page</a> on the KC.</p> <p><b>Note:</b> The adjustment wizard provides a field for an authorization code. If no authorization code is required or obtained, please continue with the adjustment.</p>
<b>Customer Satisfaction DT/AT/DTD</b>	Choose for customer satisfaction or credit where no other adjustment condition applies.
<b>MFG Policy/Goodwill</b>	<p>Choose for goodwill and policy adjustments on Major Brand, OE or any time an authorization number is required from the manufacturer.</p> <p>Customer service phone numbers for each manufacturer can be found on the Adjustment page on the KC.</p> <p><b>Note:</b> The adjustment wizard provides a field for an authorization code. If no authorization code is required or obtained, please continue with the adjustment.</p>

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

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