

## Air Check

**Air Checks are an extension of our showroom.  
You are expected to execute on 3 Phase CES with all air check customers.**

When performing a 1-person air check play, employee must be a Sales Apprentice or above.  
When performing a 2-person air check play, a Service Tech or above will assist the Sales Associate.



**CRITICAL TO  
SAFETY**

- Ensure that the customer has turned off their engine before you begin inspection or inflation.
- Perform a complete assembly inspection (including tires, wheels, spare when possible, accessories, and wiper blades)
- **Follow all [Inflating Tires on the Vehicle Best Practices](#).**
- If an unsafe condition exists, **always** make a recommendation to the customer and help them resolve the issue as soon as possible.
  - Tread depth 4/32 or less
  - Tires 6 years or older
  - Damaged tires or assembly
  - Worn wiper blades



**CRITICAL TO  
QUALITY**

- Execute on [3 Phase Customer Experience Strategy](#) while following [Air Check Experience Operational Best Practices](#):
  - Learn the immediate need and build the relationship.
  - Ask to perform a thorough inspection and ask questions to identify the customer's true needs.
  - Ask the customer for their email address and mobile phone number.
  - Earn the right to share your findings with the customer.
  - Make recommendations and empower customers to make decisions that are in their Best and Safest interest.
- Use the mobility device to capture all customer, vehicle, air pressure, assembly inspection, and wiper blade information accurately.
- **Send results to the customer via email, text, or both.**

### The Whys

- Remember, our first consideration is the safety of our customers. We help keep our customers safe by doing a complete air check inspection and wiper blade inspection and always making sure they leave in the safest condition possible.
- Turning off the engine prevents not only the customer from driving away while you are performing the air check but also you from passing in front of or behind a running vehicle.
- We know today that communication drives CDI and delivers a world class customer experience. Collecting the email and phone number allows us to share not only our findings but any special offers and discounts in the future

For additional information, visit the [Air Checks AOR](#) page on the KC.