



DOT Inspection

If DOT numbers ARE VISIBLE during the initial tire inspection (VTV):

- Document the DOT numbers on the Mobility Device.
- If accessible, verify the DOT number on a spare tire.

If DOT numbers ARE NOT VISIBLE during the initial tire inspection (VTV):

- Only inspect the DOT numbers during the off-the-vehicle inspection when the assembly is removed from the vehicle. Never go beneath a vehicle.
- Service Coordinator is responsible for ensuring all assemblies being serviced have been inspected, including DOT numbers.



CRITICAL
TO SAFETY

If any 10-year-old tire(s) is found, regardless of whether it was serviced or not, communicate this to the Salesperson so they can work with the customer to find a solution.

The solutions for the customer should include, but are not limited to:

1. New product
2. Discount Tire Financing
3. Reduction in price on new product
4. Used product

If you are unable to get the customer to replace the tire(s) through these options, get the Store Manager or Sr. Assistant Manager involved. They are able to offer the additional solution of giving the customer new tire(s), so their vehicle is safer on the road.