

TECHNICAL GROUP BULLETIN

7/11/2014

TIRE REPLACEMENT RECOMMENDATIONS FOR AWD/4WD VEHICLES.

PROBLEM: AWD Systems vary extensively in durability and sensitivity. OEM Vehicle Manufacturers do not make Tire Mixing Guidelines for their AWD systems readily available to support.

SOLUTION: IF a Vehicle is identified as AWD/4WD:

- 1) DTC/ATC Always recommends replacement of all 4 tires due to the unknown risk of accelerated mechanical wear in the drivetrain.
- 2) If Customer refuses replacement of all 4, Less than 4 can be sold at the customer's request.
- 3) A comment line should be made as follows: **"Customer is aware of possible drivetrain wear or failure when replacing less than 4 matched tires."**

****For Free Replacement situations, do what is needed to take care of your customers and support your recommendation. This may include (but is not limited to) prorated replacement of remaining tires, trade-in value for remaining tires, cert-out for remaining tires, or customer request to replace single tire under warranty.**