

Policy and Procedure

ARI/Comcast

(for Indiana, Michigan, and Kentucky stores)

Account Number 29893 - ARI

Authorization

Type of service	Authorization
Flat repair, TPMS reset, tire rotation	No prior authorization needed <i>See below for purchase order number.</i>
All other products and services	Contact the Comcast Regional Fleet Team for authorization. <i>See below for contact information.</i>

Flat repair, TPMS, tire rotation

Flat repair:

We follow U.S. Tire Manufacturers Association guidelines

- Use **"FLAT"** as a purchase order number for no charge flat repairs.
- Flat repairs will be patch-plugged internally and balanced.

TPMS:

- Use **"TPMS"** as a purchase order number for no charge TPMS resets.

Tire rotation:

- Use **"ROTO"** as a purchase order number for no charge tire rotations.

Tires

Replacement:

- Replace tires when tread is down to wear bars for all tires on all vehicles unless otherwise directed by Comcast Fleet Team. Between Oct. 31st- March 31st, all tires for all vehicle types are to be replaced when tread is 4/32nd or less.
 - Have measurements ready when calling for authorization
 - Must document location of tire(s) being replaced
- Replacement tires must meet or exceed the following criteria:
- Manufacturer recommended size, speed rating, and load range.
 - Choose the most cost-effective option to match Comcast National Account pricing as closely as possible. Reference Comcast Fleet for pricing.
 - No used tires are to be installed. Vehicle's full-sized spare tire should be utilized if possible.
 - Certificates are NOT to be sold.

Damage versus Normal Wear & Tear:

- Pictures are required when there is damage to tires/rims.
- If an alignment is required post repair, contact that information to the Comcast Fleet Team.
- Contact the Comcast Fleet Team for additional instructions on what needs to be photographed, and where to send pictures.

Approvals

Contact Comcast Regional Fleet team by area for all approvals.

Heartland Region, IN/KY/MI:

Damon Breedlove, Manager Office: (317) 275-6399 Cell: (317) 220-2947

IN/KY:

Teresa Fisher, Supervisor Office: (765) 622-2908 Cell: (317) 502-3462
Brian Hendrick, Coordinator Cell: (317) 417-0860

Michigan East:

Bill Corey, Supervisor Cell: (734) 260-8027
Richard Wojtala, Coordinator Cell: (586) 879-5640

Michigan West:

Mark Jilbert, Supervisor Cell: (517) 204-9934
Michael O'Brien, Coordinator Cell: (734) 536-1137

Finalizing transaction

Use the [ARI PartnerConnect](#) website to process the transaction.

Contact

For any questions regarding these procedures, call the Discount Tire Fleet Team at 866-895-8032.
