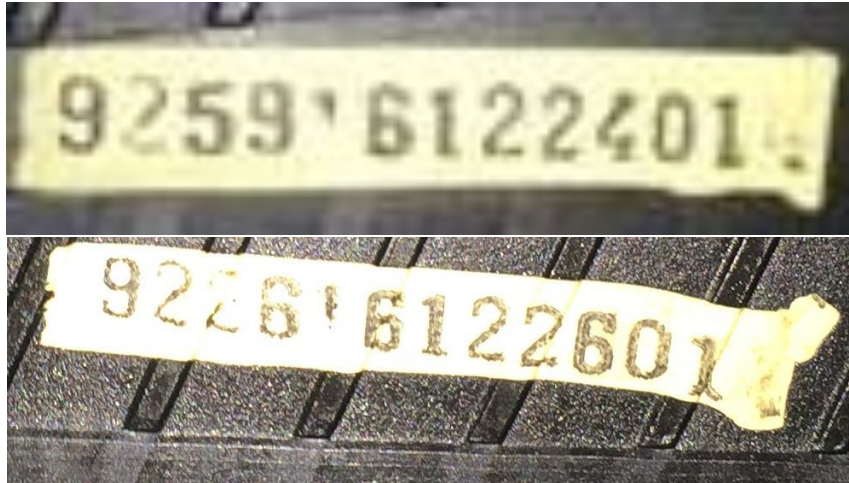




If the tires are mounted on the vehicle, the retailer should be instructed to dismount the tires to verify the manufacturer identification number which is located on a label affixed to the inside of the tire.

Pictured as below:



To acknowledge the consumer's inconvenience and encourage compliance, American Kenda will provide a **\$25 reimbursement** to the inspecting retailer which will be provided to the consumer as a \$25 Gift Certificate for services at the inspecting Dealership.

#### IF INSPECTED TIRES ARE **NOT** IN SCOPE

If the inspected tires DO NOT contain the manufacturer identification number(s) included in the scope:

If the tires came in to the shop mounted, the retailer is to re-mount the tires on the vehicle, balance the tires and process an invoice, work order, or sales receipt for reimbursement from American Kenda Rubber.

If the tires came in to the shop unmounted, the retailer is to return the tires to the consumer, and process an invoice, work order, or sales receipt for reimbursement from American Kenda Rubber.

Maximum Reimbursement for Mounted & Balanced Tires: \$25/tire

Maximum Reimbursement for Unmounted Tires: \$5/tire

Consumer Gift Certificate: \$25/consumer for inspection of tires with the DOT codes listed

The retailer is to record following information on their invoice, work order, or sales receipt which must include the Retailer's business name, address, and phone number:

1. Customer Name
2. Customer Address, City, State, Zip Code
3. Number of Tires Inspected
4. DOT # for each tire inspected
5. Manufacturer Identification Number for each tire inspected

## IF INSPECTED TIRES ARE IN SCOPE

If the inspected tires DO contain the manufacturer identification number(s) included in the scope:

If the tires came in to the shop mounted, the retailer is to replace the tires with new Kenda KR17 235/75R15 KR17 (Part #170018), install on the consumer's vehicle, re-mount, balance and process an invoice, work order, or sales receipt for reimbursement from American Kenda Rubber.

If the tires came in to the shop unmounted, the retailer is to provide replacement tire(s) to the consumer, and process an invoice, work order, or sales receipt for reimbursement from American Kenda Rubber.

Maximum Reimbursement for Mounted Tires: \$25/tire (Mount & Balance) + \$75/tire (Retail Price)

Maximum Reimbursement for Unmounted Tires: \$5/tire + \$75/tire (Retail Price)

Consumer Gift Certificate: \$25/consumer for inspection of tires with the DOT codes listed

Scrap and Disposal fee: \$3/tire

The retailer is to record following information on their invoice, work order, or sales receipt which must include the Retailer's business name, address, and phone number:

1. Customer Name
2. Customer Address, City, State, Zip Code
3. Number of Tires Inspected
4. DOT # for each tire inspected
5. Manufacturer Identification Number for each tire inspected
6. Picture of the DOT and Manufacturer Identification Number of each tire

The defective tires are to be cut and scrapped

Attachment:   Instruction Letter to Kenda Distributors and Retailers  
                  Instruction Letter to Consumer