

Automotive Group Limits Liability and Improves Customer Service with Proper Tire Repair Training and Products from Myers Tire Supply

A large automotive group with over 100 dealerships chose the Do It Right!® tire repair training program and tire repair products from Myers Tire Supply.

Liabilities exist if technicians are not trained properly and if quality-patching materials are not used for tire repair, thus the dealership group needed a consistent tire repair solution for all locations. Working together, Myers built a custom tire repair kit to ensure a quality and consistent tire repair at every location going forward.

Listening to the needs of the automotive group, the tire repair experts at Myers Tire Supply also developed and conducted a 1-hour classroom training combined with a 2-hour hands-on tire repair course at each of the 100+ locations. To ensure consistency, the classroom experience was identical for each location utilizing RMA and TIA standards along with materials provided by Myers. Classes consisted of 12-16 technicians where teams of two completed a tire repair. Each participant read the instructions while their partner repaired a tire. Then, the partners switched roles further reinforcing their understanding of proper tire repair procedures. After this hands-on session, all teams headed back to the classroom for testing.

Since the initial training sessions, Myers and the automotive group have developed follow-up trainings for new technicians and those that did not pass the initial tests.

To further support this customer, Myers contributed to an online learning portal so technicians can brush-up on skills learned in the trainings. Myers is also developing tire pressure monitoring system (TPMS) content for the automotive group's learning portal.

Let Myers help you limit your liability and train your technicians on proper tire repair technique

- *Training utilizes RMA and TIA standards*
- *Training for all technicians reduces liability*
- *Classroom and hands-on training*

**Get your technicians
"Do It Right!" Trained**



Interested in Proper Tire Repair Training at your dealership?
Contact Myers Tire Supply today!

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800-998-9897
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Ask us about Do It Right!® tire repair training and tire repair kits to limit the liability of your dealership



\$22.8 Million Faulty Tire Repair Entirely Avoidable

by Tire Review Staff - March 23, 2011

More information has come to light regarding the record \$22.8 million award to the estates of a couple killed when a tire repair failure caused a rollover accident.

The Jan. 11 jury verdict in a San Diego County Superior Court awarded \$14,465,864 to the estate of Casey and Melanie Barber, who were killed in a July 2006 accident. The accident was caused by a failed tire repair, and caused the Barber's Ford E350 Sportsmobile van to crash on Highway 98 near Page, Ariz.

The San Diego couple sustained fatal injuries, and are survived by their three young sons, who were the plaintiffs in the lawsuit.

In addition to the jury verdict, the Barber estate received another \$8.3 million settlement with other defendants.

While records of the case are closed, Tire Review has learned that the faulty tire repair was entirely avoidable. The accompanying photos here – actual photos from the case – show a 1/8-inch puncture outside of the industry standard repairable area.



The puncture was "repaired" using only a patch – no plug of any kind was installed – and the damaged area was in no way prepared – the puncture was not reamed out and the innerliner was not cleaned or scraped – to accept the repair, again contrary to advised industry practice. Further, no sealant was used to cover the patch.

In short, according to one repair expert, this repair was an accident waiting to happen.

Defendants in the case included car dealer Mossy Ford, which performed the tire repair in August 2005. Plaintiffs' counsel was able to show that Mossy Ford improperly failed to take the tire out of service and that this conduct caused the tire tread separation and led to the fatal rollover accident.

In addition, the technician who performed the repair, according to a source, had limited experience and no tire repair training of any kind.

Plaintiffs' counsel Robert Buccola said, "Our goal was more than just obtaining a monetary recovery. Here, we were able to evoke real change and get the word out to other tire repair facilities of the importance of following tire repair rules to a tee."

<http://www.tirereview.com/22-8-million-faulty-tire-repair-entirely-avoidable/#>

MTS tire repair kits include everything needed to make industry approved repairs to passenger and light truck tires.

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