

# KAL TIRE TIMES



**HOW TO DRIVE ON ICE, SNOW, SLEET OR IN FOG**

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## TIRE TESTING

# How safe are worn tires? Now we know

*Kal's Tire Testing evaluated the performance of new and worn tires. You might be surprised which stopped sooner.*

It's snowing. It's late. It's dark, save for bus headlights waving over snowdrifts and taillights huddled at the bottom of the hill. The road is slick, and steep, so you brake. Your tires skid, your car turns, and turns, nearly checks a parked truck as it spins down the icy hill, toward a zig-zag pile of cars.

"We all know the feeling of driving on packed snow or ice and having to brake not knowing if your tires will perform like you hope they will," says Carey Hull, director of retail products, Kal Tire. "Tires with less tread depth are going to be riskier in those scary winter driving situations. We wanted proof that the margin of safety improved with more tread depth."

Hull was a part of the team that developed Kal's Tire Testing, which began evaluating a core line-up of new tires in 2015, and tires at various stages

of wear in 2016.

The worn tire testing program evaluated the performance of a premium winter, value winter, all-weather and 3-season (all-season) tire at five stages of wear: 0 per cent (12/32"), 25 per cent (9.5/32"), 50 per cent (7/32"), 75 per cent (4.5/32") and 100 per cent (2/32").

At various locations across BC, the worn tires were tested by an independent professional tire testing team for their performance in ice and snow cornering, and ice and snow braking.

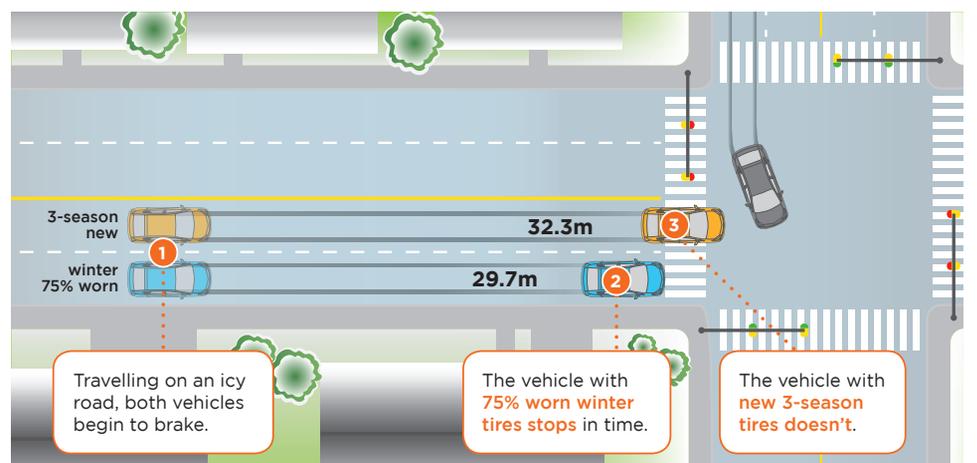
"We already knew premium winter tires were the best performers on ice and snow when they're new, so we were extremely happy when the data showed that was true throughout the lifespan of a premium winter tire," says Hull.

The results showed that at 75 per cent worn, a typical premium winter tire delivers better performance than a brand new 3-season tire in ice braking, and ice and snow cornering.

For example, travelling on an icy road at 30 kilometres per hour, the premium winter tire at 75 per cent worn stops in 29.7 metres; the new 3-season

**STOP Braking Worn Tires** **ICE 30 KM/HR**

\*Premium tires were used to test the braking distance on ice: a brand new 3-season tire and a 75 per cent worn winter tire.



KAL'S TIRE Testing program set out to give drivers data to show how tire wear affects performance. In the ice braking test, from 30 km/hr, a 75 per cent worn premium winter tire stopped in 29.7 metres, while a brand new 3-season tire stopped in 32.3 m.

stops in 32.3 m. The premium winter tire with 75 per cent wear also cornered on ice 20 per cent better than the new 3-season.

A value winter tire, on the other hand, only performed as well as the

new 3-season at 50 per cent worn. Throughout its life, the premium winter tire continued to perform better.

"Simply put, a premium winter tire is going to do its job for much longer."

**CONTINUED PAGE 2**

## WINTER TIRES

# Kal puts new tires to the test

When Kal Tire reviewed the results of its 2016 tire testing program—which tested 58 tires from the company's core line-up of premium winter tires, studded winter tires, value non-studded winter tires, all-weather tires and 3-season (all-season) tires—a clear finding emerged: If you want the shortest stopping distance and you want to hold corners on icy and snowy roads, buy the best winter tire that

you can.

For passenger tires, on ice, driving at a speed of 30 kilometres per hour, a studded winter tire stopped in 22.6 metres. It took the non-studded winter tire 27.2 m to stop, 31.6 m for all-weather tires, and 34 m for 3-season tires—more than 10 m longer than the studded winter tire.

"For us, we knew that winter tires would outperform the other treads in winter condi-

tions: The tread design and rubber compound of a winter tire is designed to give better grip on ice and snow, and in cold temperatures," says Carey Hull, director of retail products, Kal Tire.

"Now we have proof not just about how much better winter tires perform than all-seasons or all-weather, but also that not all winter tires are created equal."

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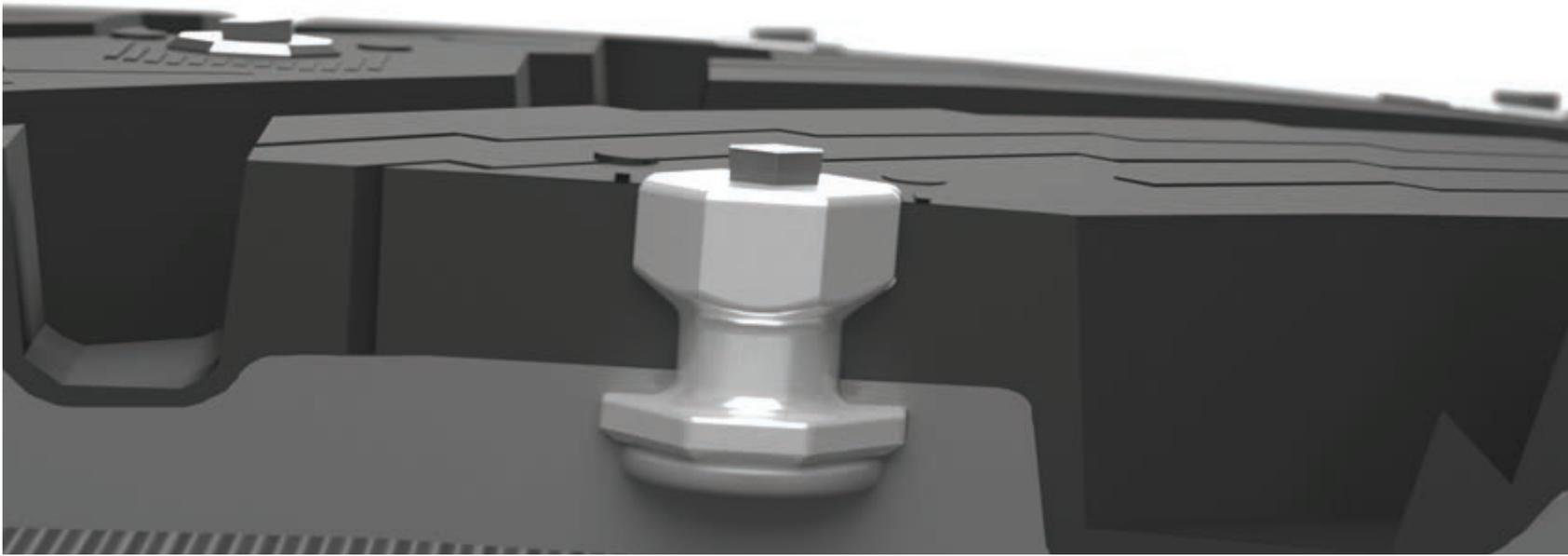
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Details on page 2



NOKIAN TYRES PHOTO  
THE NOKIAN Hakkapeliitta 8 studded winter tires are factory-studded using the eco-stud concept, which incorporates a cushion at the base to help reduce road impact. Studs are also placed throughout the tread rather than in rows to give optimum grip in both side-to-side and front-to-back braking and accelerating.

## Deflating myths about studded winter tires

*From cushions that soften road impact to the strategic placement of 280 studs on a single tire, these are not your father's studded tires.*

For years, studded winter tires had a bad rap: They were loud and some districts worried they were creating ruts in the pavement.

However, since studded tires have always offered superior safety on hard-packed snow and ice, many drivers were willing to sacrifice that clicking sound for significantly better winter braking and grip.

Today, though, the technology behind studded winter tires has changed dramatically to improve ride comfort and road impact while continuing to deliver optimum winter safety.

And yet many drivers see studded tires for what they once were: noisy, hard on roads, and ineffective.

So, we're dispelling the most common myths we hear about studded winter tires.

**Myth: They're noisy**

**Fact: They're much quieter today**

"It's true—studded tires used to be loud and that was a deterrent for some people," says Carey Hull, director of retail products, Kal Tire.

"But now some manufacturers use a kind of cushion to dull that noise, and you can barely hear them."

Nokian Hakkapeliitta 8 studded winter tires, for example, use a soft layer of rubber between the tire and the stud base that acts like a spring to reduce road noise.

**Myth: They're hard on roads**

**Fact: They're gentle on roads**

That eco-friendly stud cushion on Nokian studded tires also dampens the impact of the studs on pavement.

And it might seem surprising, but some manufacturers have actually doubled the number of studs on their tires (up to nearly 300 on one tire model)—and yet many studded winter tires have less wear on roads.

"Even though there's more studs,

they're actually less intrusive, so they don't chew up roads the way they did 30 years ago," says Hull.

Today, studded tires can be used in every province and territory—though with restrictions about time of year and total number of studs in some regions—except for Ontario, which restricts use to its northern region.

**Myth: Studded winter tires don't make that big of a difference**

**Fact: Studded tires outperform non-studded winter tires on ice braking**

In recent years, tire makers have increased the number of tread blocks and changed the placement of studs. Instead of sitting in rows and lined up on top of one another, studs are spread out across the tread face

"With more even distribution, you're getting better lateral (side-to-side) and longitudinal (front-to-back) grip for improved braking," says Hull.

On top of a more strategic stud placement, Nokian introduced the concept of placing a sharp end on the metal pin, and positioning it in the direction of driving to claw ice for superior

traction.

Kal's Tire Testing showed studded five-star winter tires stopped in 22.6 metres on ice from 30 kilometres an hour; the average winter tire stopped in 25.8 m, and the average 3-season stopped in 34 m.

"The question is, would you want to stop 10 meters shorter on an icy road?"

**Myth: Studs drop out or don't last long**

**Fact: Stud life is longer than ever**  
Stud placement on the tread and at the factory have significantly extended the life of studs.

"In the old days, studding was done by hand with a gun that was much longer, bigger, and heavier, and if the stud wasn't all the way in, it would pop out," says Hull.

"A lot of the tires we purchase today come factory-studded."

A number of those factories, such as the one that makes the Multi-Mile Arctic Claw XSI, are also studding tires more strategically, placing stud pin holes on the two outermost ribs to help keep the studs in place longer while delivering optimum traction on ice.

## Worn premium winter tires outperform new 3-season tires

### FROM PAGE 1

The data showed that throughout its lifespan, a typical premium winter tire outperforms the typical 3-season tire by 18 per cent in braking on ice and snow, and by 48 per cent in cornering on ice and snow.

By contrast, a typical value winter tire only outperforms a new 3-season tire by 10 per cent in braking on ice and snow, and 18 per cent in cornering.

"What that really means is, when you're driving down a slippery hill or you're rounding an icy corner, with a

premium winter tire, you've got that much more chance of stopping in time and/or keeping your vehicle on the road, even if it's half worn, compared to the vehicle beside you in brand new 3-seasons," says Hull.

"And now it's not as much about

cost, either, because the data shows premium winter tires continue to perform better until they're 75 per cent worn, whereas value winter tires become the same as a brand new 3-season at 50 per cent worn, so premium winters give you longer life and better value."



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Contest runs from September 19 until October 31, 2016.

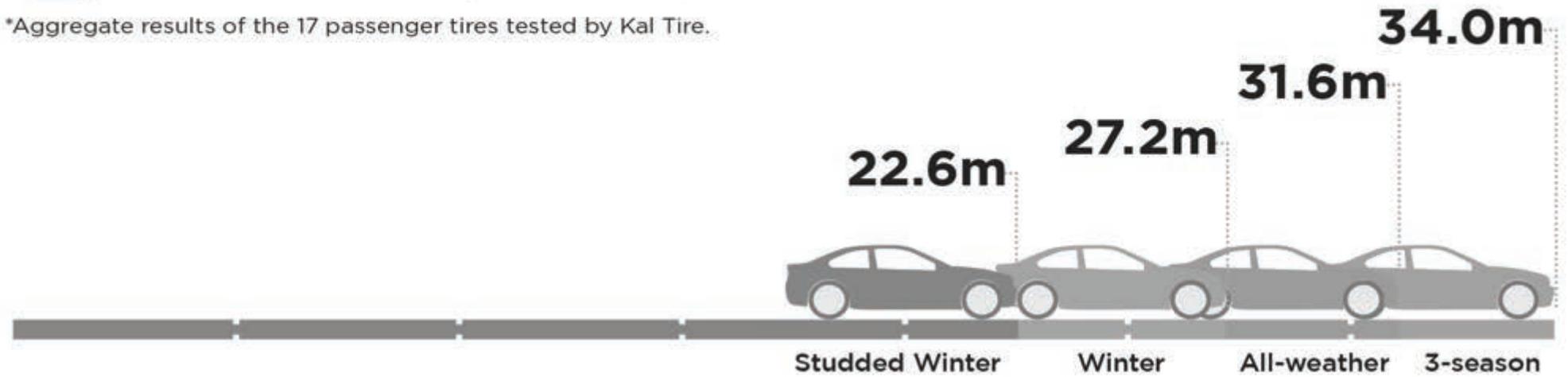


Braking New Tires



ICE 30 KM/HR

\*Aggregate results of the 17 passenger tires tested by Kal Tire.



THE RESULTS of Kal's Tire Testing ice braking test among four categories of passenger tires (above), illustrates the difference in stopping distances from a speed of 30 km per hour. Below, left, one of the vehicles testing braking and cornering on ice at a frozen lake in BC. Below, right, tire testing results give consumers accessible insight to inform tire-buying decisions.

# Tests show 'no two winter tires equal'

*Kal's Tire Testing 2016 put 58 tires across categories and price points to the test. Results show impressive differences, even among winter tires.*

### FROM PAGE 1

Tests showed a premium winter tire cornered 56 per cent better in snow and 42 per cent better on ice than an average 3-season tire. Compared to an average winter tire, a premium winter tire cornered 14.9 per cent better on ice, and 27.4 per cent better on snow.

"A lot of drivers still don't know the differences between some of these tires, such as all-weather versus all-season, and most drivers wouldn't realize how differently they perform," says Hull.

"That's what we set out to learn—which tires are going to brake in time when you're at a slippery intersection or corner properly when you're rounding an icy on-ramp."

The 2016 tests expanded on the first phase of Kal's Tire Testing in

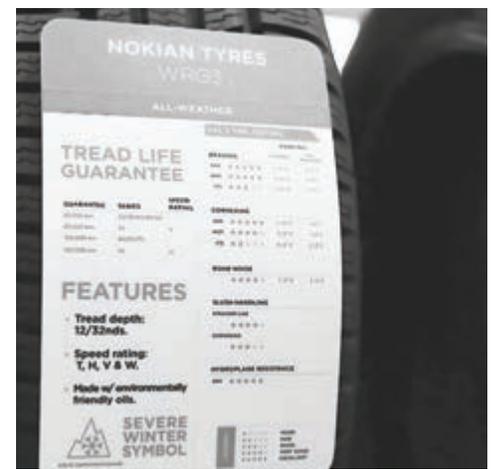
2015, when the company became the first tire retailer to independently test tires right here in Canada and in the same rugged conditions drivers face in the winter: patches of black ice, puddles during winter rains, highway slush amidst fog and more.

"We wanted to give drivers greater and more relevant information about how tires really perform in everyday winter conditions in Canada," says Hull. "We deliberately chose to execute the tire tests in real Canadian road conditions, rather than at a test track, in order to reflect realistic conditions our customers encounter."

In that first phase of testing, 12 passenger and seven light truck tires were tested by the same independent tire testing company that conducted the 2016 tests.

To ensure accurate results, scientific data was collected by professional drivers using industry-leading technology that measured precise driving lines, speed, G-force measurements, GPS information, and even minute track conditions, such as road and wind temperature.

Multiple runs were conducted



*We think it's important drivers know what their options are, and how choosing better winter tires can make for much safer winter driving.*

—Carey Hull

with each tire to ensure accuracy.

"Between the range of tests conducted, the calibre of the drivers and the technology used to capture the data, this is an incredibly sophisticated and comprehensive tire testing program."

"We think it's important drivers know what their options are, and

how choosing better winter tires can make for much safer winter driving."

Each tire is ranked both in how it compared to others in its category as well as how it compared to all tires tested.

Results can be found in-store and at [kaltire.com/testing](http://kaltire.com/testing).

## IN THE NEWS

*Journalists from across Canada joined Kal Tire to learn how drivers will benefit from the data behind Kal's Tire Testing.*



COVERAGE OF Kal's Tire Testing, from left, *The Globe and Mail*, *Toronto Star* and Global News. More than 50 stories were done about the launch and results of the tire testing program. To view these and other stories by the media about Kal's Tire Testing, visit [www.kaltire.com/news](http://www.kaltire.com/news).

# Whatever the weather: How to drive on ice, snow, sleet or in fog

In almost any city in Canada, the saying goes, 'If you don't like the weather, just wait five minutes.'

In many regions, driving in the winter means facing sunny skies and clear roads in one minute, and then everything from snow and sleet to ice and fog in the next.

"Driving isn't a basic instinct," says professional driver Alan Sidorov, owner of Sidorov Precision Driver Training in Whistler, BC. He led the team that conducted Kal's Tire Testing, and one of his services is winter driving training.

"We're not wired to know how to control a skid or scan the road at 100 kilometres an hour. You have to learn these things."

Before winter driving training can begin, Sidorov's students start with fundamentals such as braking, position and focus. A big part of being able to handle different conditions in winter, he says, is having basic driving skills as habit, and then focusing and being prepared for what may come.

## ICE

Ice, even black ice, isn't an excuse for a crash, says Sidorov: "If you crash on black ice or any kind of ice, it's still a driving error because it's up to you to know the temperature and the areas where ice might be forming."

If you're heading through mountain passes, areas where shadows linger until later in the day, it'll be icier because the sun doesn't reach the road until afternoon. Driving near a river, where there's likely to be fog, is also a good indicator of ice because fog condenses into water and water freezes on the road.

Sidorov suggests these actions for driving on ice:

**Do a brake test** when driving in a straight line to see if the road is icy and gauge how much traction you'll have. Simply press the brake pedal firmly, first having ensured there are no vehicles behind you. If your ABS kicks in, you know you've got a slippery surface.

**Slow down.** "Such simple advice, but slowing down allows you more time for decisions. Plus, if you do crash, it's going to hurt a lot less at slower speeds," says Sidorov.

**Handle the pedals and the steering wheel smoothly.** Going on and off the gas pedal too much or jerking the steering wheel can cost you stability and traction.

**If your vehicle does start to slide,**



PROFESSIONAL DRIVER Alan Sidorov says on sleet, you need good winter washer fluid, winter wiper blades and the ability to know where your defroster setting is without looking down.



*We're not wired to know how to control a skid or scan the road at 100 km/hr. You have to learn these things.*

—Alan Sidorov

**keep your eyes in the direction you want to go**, not where you are afraid of going. "This is tough because it's hard to resist looking into the area where you think you're going to crash. Looking where you want to go helps with accurate correction."

For the most part, says Sidorov, if you hit a patch of ice and stay calm, you'll probably be able to ride it out.

## SNOW

"Snow takes all kinds of forms, and it's up to you, the driver, to identify what kind of snow you're on.

Things to keep in mind while driving on snow:

**If the snow has been driven on by vehicles with different track widths, your vehicle could get pulled** by ruts in the snow. Find a spot where it feels like your winter tires aren't getting pulled, and try to stay there.

**You have more traction on colder snow.** Your tires will have better grip on snow in temperatures of -20 C, for example, than the slippery layer of ice below snow at -1 C.

**Drive according to your vehicle and your tires.**

"If you're on all-season tires instead of winter tires, you're at a huge disadvantage from the start. You'll need to take extra time and slow down a lot

more," says Sidorov.

All-season tires get cold and hard at 7 C, compromising your grip and stopping distance. Pickup trucks take longer to stop than well-designed cars.

## SLEET

Almost 100 per cent of being able to safely navigate through sleet begins before you even leave your driveway.

Sidorov suggests taking the following steps before you head out in sleet:

**Use winter washer fluid and keep the reservoir topped up.**

**Make sure your wiper blades are in good shape.** Winter wiper blades are best because they have a sturdier frame, more robust rubber and armour to protect against ice build-up.

**Make sure you know where your defroster setting is without having to look down.**

## FOG

How many lights does it take a driver to safely navigate through foggy conditions? You might be surprised. When it comes to driving in sleet and foggy conditions, your best defenses are right at your fingertips, but you have to know where they are and how to use them before you head out.

Slow down and be aware that winter fog often leads to ice forming on the road. Use various lights to increase

your ability to see and be seen by others.

**Clean your headlights and tail-lights.**

**Use your front fog lights** (but only in fog conditions). Many vehicles have front fog lights below headlights.

The dashboard symbol varies, but many drivers turn them on once and leave them on forever. Studies on eyesight show this can actually hamper your night vision in non-fog conditions because your focal length adjusts to the brightness right in front of the vehicle, potentially leaving animals and other hazards out of view.

**Consider a rear fog lamp if you regularly drive in foggy conditions.** In Europe, rear fog lamps are required by law, and so you'll see them installed in many European vehicles. They're legal to use in Canada, but they can only be used in foggy conditions.

**Make sure headlights and fog lights are correctly aimed.** This prevents "a (blinding) dazzle effect" which happens when water droplets give flashback. It is also nicer for oncoming motorists.

**Use your low beams.**

Once you've got all your lights working for you, Sidorov also suggests this rule: "Never go faster than you can see. In any conditions, you have to be able to stop within that range."

He says it's also important to prevent tunnel vision by looking left to right continuously, also known as 'scanning.'

"Make sure you keep scanning from side to side. That'll help you see shapes better and your eyes won't get as tired."

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## UNDER THE HOOD

# The well-oiled vehicle

*What most drivers don't know about engine oil.*

**H**ow often does your oil really need to be changed? Does it really need synthetic oil? Does it really have to be done at the dealership to be warranty-approved?

When it comes to a vehicle's engine, most drivers know how important it is: Oil cleans, cools and lubricates the engine, and when the engine is healthy, the vehicle drives well.

Oil, in essence, is the lifeblood of your vehicle. And yet with recent changes in how engines and oils are made, many drivers aren't sure how to best manage this all-important fluid.

"Things have changed so much in the last 10 years," says Sean Thompson, mechanical program manager, Kal Tire.

"Our team members get so many questions from drivers about engine oil."

Most of the time, the answers are in our vehicle owner's manuals.

One of the most common questions team members get is about synthetic oil, slightly pricier and engineered in labs to best clean and lubricate engines; versus traditional engine oil, raw and natural crude that costs less.

"Any domestic vehicle



CHANGES IN how engines and engine oils have been designed to meet efficiency standards have altered traditional oil service intervals. ADOBE STOCK PHOTO

“That slightly more expensive synthetic oil service isn't really costing you more because you're doing it less frequently.”

—Sean Thompson

built after 2012 (and many built after 2000) requires semi or fully synthetic oil," says Thompson.

Over the last decade, vehicle manufacturers have

redesigned engines to meet fuel efficiency and emissions standards.

To do that, today's engines have to work harder and burn much hotter,

and conventional oil just can't handle that heat tolerance. But synthetic oil can.

"The reality is, you need those synthetics. Yes, they're more expensive, but it's about following manufacturer specifications: If you use the wrong oil, you have a really good chance of damaging the engine."

Another common misconception is that oil changes—or 'oil services', as we say at Kal Tire—should

be performed about every three months or 3,000 kilometres.

"That was the old school way of thinking. What we suggest is following what's recommended in your owner's manual. For some vehicles that's 6,000 km, and for some German vehicles, it's 16,000 km or once a year—so that slightly more expensive synthetic oil service isn't really costing you more because you're doing it less frequently."

The bottom line: Follow the manufacturer's recommendations for oil service intervals.

While some drivers are on track with when to get an oil service, some carry myths about where: Many drivers believe they have to get their oil changed at the dealership to keep their vehicle warranty in tact.

"In fact, at Kal Tire, all of our products and services are warranty-approved. They meet the equipment specifications laid out by the manufacturer's guidelines, so you don't have to go to your dealership."

Book your next oil service appointment, which includes a free True Service Inspection, at a Kal Tire store near you. Visit [www.kaltire.com/locations](http://www.kaltire.com/locations).

## What makes winter wiper blades so much better?

**WINTER BLADE**

**Anti-clogging armour**  
With a winter wiper blade, you don't have to worry about ice freezing around the joints and between the bars. This protective shield blocks snow and rain from the wiper's elements so the blade can flex and keep your window clear in all weather conditions.

**Sturdy frame**  
Save for the attaching arm, a winter wiper blade only has one moving part. This ensures there are no exposed parts that could be clogged by ice. Along with a sturdier frame, wiper blades are better able to handle everything from freezing rain to blizzards.

**Robust, synthetic rubber**  
Winter wiper blades feature a rubber that stays soft and flexible, even in freezing temperatures. Synthetic ingredients such as silicone and Teflon prevent the rubber from getting cold and hard. A more robust rubber resists ice build-up as well as tearing in sub-zero temperatures.

## Bill's tip

Automotive expert and media personality Bill Gardiner, an inter-provincial licensed mechanic, answers your vehicle questions.

**Q:** When should I get my vehicle's oil service done—when my car's computer reminds me or the windshield sticker's suggestion in kilometres, and do intervals change in winter?

**Bill:** Some carmakers' oil life monitors are helpful using inputs like engine operating temperature and total engine revolutions since last oil change/reset to calculate usable remaining 'life' of the engine oil.

It's important to note that the 'oil life' figure displayed does not indicate the volume of oil currently in the engine. So, periodic checks of the dipstick oil levels are important.

Most owner's manuals list 'regular' and 'severe service' intervals for lubricant



BILL GARDINER

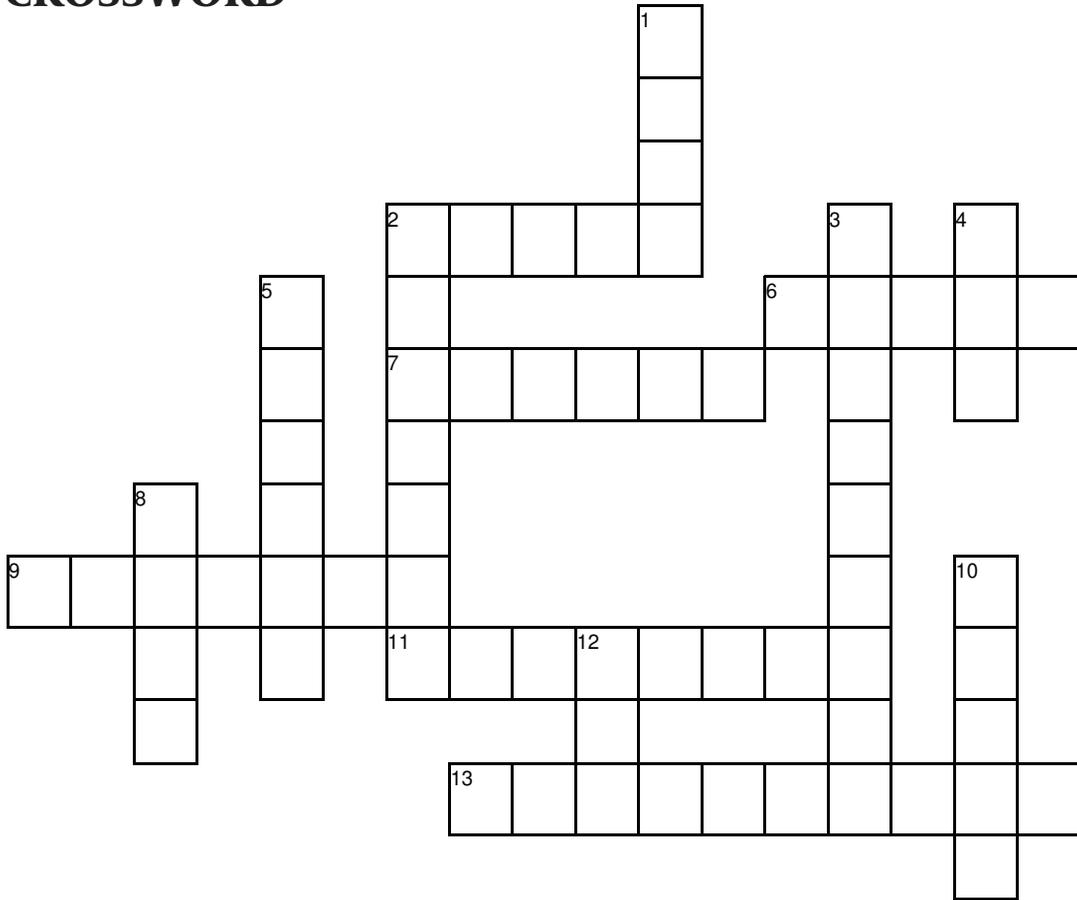
changes.

Typical Canadian climate and driving conditions dictate we service our vehicles according to the severe service intervals. That's the interval I recommend you follow.

## COMICS



## CROSSWORD



### ACROSS

2. Comes in handy when you have a flat tire
6. Second-most dangerous driving condition; also a refreshing summer drink
7. Main ingredient in tires
9. Can damage your suspension system if your car hits one of these
11. After driving 50 km on new or newly changed over tires, come in for one of these
13. Type of tire designed for year-round use

### DOWN

1. British spelling of 'tire'
2. A good tool to remove ice from your windshield
3. You might need one of these if your car pulls to the side or shimmies
4. Unit of measurement for tire pressure
5. The birthplace of Kal Tire
8. Metal device inserted into winter tires to enhance traction
10. The temperature (in C) at which all-season tires harden
12. The lifeblood of a vehicle

ANSWER KEY - ACROSS: 2. SPARE, 6. SLUSH, 7. RUBBER, 9. POTHOLE, 11. RETORQUE, 13. ALLWEATHER. DOWN: 1. TYRE, 2. SCRAPER, 3. ALIGNMENT, 4. PSI, 5. VERNON, 8. STUD, 10. SEVEN, 12. OIL.

## CAREERS

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# Decoding the winter tire insurance discount

In October 2015, Ontario drivers received some welcome news: Insurers would be required to give a discount to motorists who use winter tires.

The regulation, which took effect in January 2016, was designed to lower the cost of insurance premiums in Ontario and improve winter road safety.

Many drivers were keen to hear about the change. Everyone wants to pay less for insurance, enjoy safer roads and save money for something many drivers are already doing—but it took time for the details about how the program would actually work to surface. Now, nearly a year since the announcement, how to best access the program is better understood.

## When can I get the discount?

As of Jan. 1, 2016, the Ontario government began requiring all insurers to give discounts to drivers with approved snow or winter tires. But the regulation didn't stipulate when in 2016 insurers would have to begin offering the discount, and at what point: mid-policy or at renewal.

Some insurers began offering it mid-policy. So, if you were driving on approved snow or winter tires and you'd renewed your policy two months earlier, in November, the insurer would say, "Great. Here's

your discount."

Some insurers said the discount would be offered on renewal. If you'd just renewed your policy in December 2015, that insurer, in effect, would say, "You'll have to wait until next December (2016) to qualify for the discount."

"We do encourage drivers to shop around for the best possible rates and coverage to suit their needs," says Kelsey Ingram, who speaks for the Ministry of Finance.

There's something else to consider: Many insurers—about 45 per cent or 20 of the nearly 50 providers in Ontario—already offered a winter tire discount, so there's a chance you could already qualify regardless of when you're due to renew.

## How much is the discount?

The initiative leaves it up to insurers to determine the amount of the winter tire discount they want to offer drivers.

Before the discount became mandated, most insurers who already offered the benefit gave winter tire drivers a discount of 5 per cent (and that applies to the collision portion of your policy—about 90 per cent of the total). So, let's say the annual policy you have on your car is \$1,500. On the \$1,350 collision portion, with a 5 per cent discount, you would save \$67.50 a year.

## Where can I get the discount?



ONTARIO DRIVERS are able to receive a discount on their insurance for using approved winter tires on their vehicles, and motorists are encouraged to shop around for the best terms.

Under the regulation, every insurer is required to offer a policy discount for drivers using winter tires, but between insurance companies, the terms of the discount—how much and when—vary widely. Again, it's worth calling your provider, and possibly calling around.

Last winter the Tire and Rubber Association of Canada (TRAC) reported significant growth in winter tire shipments to dealers, with a

25 per cent increase in Ontario.

A 2014 survey conducted by Leger for TRAC shows that outside of Quebec, where winter tires are the law, only half of Canadian motorists use winter tires. The survey found cost to be a primary deterrent. However, TRAC says financial incentives offered by government and industry are proving effective at making winter tires more feasible for many drivers.

## TRUE SERVICE STORY

# Mission impossible

*How did a Kamloops team member completely wow a stranded British tourist?*

UK couple James Arnold and his wife, Alena, were in the middle of the Canadian ski trip of their lives when they woke up early on a February morning in Kamloops to find all four wheels and tires had been stolen from their rental car.

Brett Martin, a sales and service team member at the Victoria Street location in downtown Kamloops, answered Arnold's call.

The rental car, Arnold explained, was a Chrysler 2016 300, and he needed all four 19 inch rims and all four tires that day because they were leaving the city Sunday to carry on to Jasper.

The tires, Martin knew, would be fine. But the rims had a unique bolt pattern and getting four on a Saturday would be tricky.

"I thought, 'That's going to be just about impossible,'" says Martin. And then he proceeded to make nearly 20 phone calls—to Arnold, to the rental car company, and, when it looked like local Kal Tire stores didn't have all four rims, he even called other tire dealers and dealerships.

"Brett searched and searched for a solution," recalls Arnold. "And he kept us informed of progress throughout."

It turned out it could be done but

not until Monday, and not for a small fee. Martin suggested two other ideas: having the rental towed to Vancouver on a flatbed, or having the Vancouver rental car company drive up the tires and rims. It was decided the tires and rims would be dropped off in Kamloops that evening.

"We weren't going to get the sale, but I felt like I took that call, it was my job to serve him and get him on his way," says Martin. "I kept thinking, if that was my family stuck and stranded, I'd want someone to help them out."

Martin offered his own van so the Arnolds would have a vehicle for the day, or a ride to the airport later to get another rental vehicle. It was 3 pm, and his contact with the Arnolds could have been over then, but it wasn't.

Not long after returning home to his to wife and children, Martin had a thought: What if the wheels they bring from Vancouver don't fit, or they don't have the right tools? He called the Arnolds' hotel, explained to front desk that if there were any problems that night with the changeover, to call him.

Sure enough, just after 10 pm, Martin's cell phone rang, and the number began with 011—the country code for the UK. It was the Arnolds.



KAL TIRE team member Brett Martin, right, helps a customer choose tires at the Kamloops store where he also went above and beyond to help a UK couple get back on the road.

"The wrench they brought doesn't fit the lug nuts," Arnold told him, explaining he was given the chore of jacking up the vehicle, and installing the tires and rims.

"I'll be right there," offered Martin, who went to the hotel, collected the wheel and lug nuts, went to the store to get the right size socket (a thin wall), and returned to the cold, dark hotel parking lot. With Arnold holding a flashlight, he fit each and every wheel.

And then he got to the last one, the left rear tire, and he noticed the tire had been mounted in the wrong

direction.

It was now nearly 11 pm. Martin suggested coming into the shop Monday for the retorque, and having it switched, and Martin came in before 8 am that morning, his day off, to do the job himself.

"I wanted to make sure he was safely on his way," says Martin.

The Arnolds offered all kinds of thanks and offers.

"To say he could not be more helpful is an understatement," says Arnold. "The kindness he showed in our dilemma was out of this world."

**WHAT'S YOUR KAL TIRE SERVICE STORY?**

[Stories@KalTire.com](mailto:Stories@KalTire.com)

**AROUND THE WORLD**

**Kal Tire helps Latin American children play, learn & grow**

In Canada, drivers know Kal Tire as a trusted tire dealer. Around the world, Kal Tire's Mining Tire Group is known as a leader in mining tire management and supply, servicing more than 150 mine sites across five continents. Always committed to improving the communities we serve, here is a round-up of stories about the ways team members in Latin America are making a difference.

**COLOMBIA**

The day Kal Tire Colombia team members arrived at Los Primeros Pasos (My First Steps), located in La Jagua, they knew they'd found the organization they wanted to support. A dozen boys and girls in the room for two to six-year-olds listened to their teacher, a woman with a boundless heart who somehow finds a way to feed and take care of nearly 60 children every day. Sunlight dipped through the makeshift sheet metal roof and the call of geckos sounded as she introduced team members, visiting from Colombian mine sites.

Team members stood at the front of what could barely pass for a classroom: concrete floors, exposed brick walls and a mere handful of run-down wooden desks, which the children shared.

These students come from the poorest of homes, often without food for these little ones, and their families would never be able to afford regular school. Already, team members were looking forward to returning to give them the news: Kal Tire Colombia was eager and happy to donate funds to build a proper school and play area.

**PANAMA**

Near the Minera Panama Project, a group of indigenous people sleep in shacks with dirt floors, makeshift siding, and metal roofs. When it rains, their homes offer no protection from the wet and the pests.

Kal Tire Panama team members visited several of these families to see where the need was greatest. On their tour, they met grandparents supporting grandchildren with the tiny bit of money made cleaning



KAL TIRE president Robert Foord celebrates with children the official reopening of Los Primeros Pasos in La Jagua, Colombia, where the company's Mining Tire Group donated funds to rebuild the school and play area.

houses; a young mother of three boys whose youngest has leukemia and needs to be in a clean, dry home; a young family whose son had open heart surgery; and another young family who hung sheets of plastic to skirt rain from their door.

Team members agreed to use their annual budget to rebuild and/or improve the homes of six such families starting in January 2016. Minera Panama is helping to find qualified contractors who would employ people living near the mine.

**CHILE**

At the Santa Teresa Foundation, organizers have

had to spend all donated funding simply sheltering and feeding the 98 children under its roof. The children come from homes of violence and poverty, or they have no home.

Before, children spent most of their time in a barren albeit safe outside play area. Kal Tire Chile decided to provide educational materials to give the children a chance to learn, play and grow like other kids.

In addition to creating warm and inviting spaces with new paint and décor, Kal Tire has supplied the rooms with books, art and craft materials, and activity tables.

**Supporting our Fort McMurray team**

In early May, nearly 130 Kal Tire team members and their families were among the nearly 85,000 people forced to evacuate Fort McMurray in the face of wildfires. Thankfully, everyone escaped safely, but in the fire's wake, almost 2,000 properties were destroyed, including a dozen homes that belonged to team members who work at the Kal Tire store and at mine sites in the oil sands.

"Our team members who were evacuated were greatly affected, and we commend them on the strength and courage they showed during that time," says Robert Foord, president, Kal Tire.

Early on, the company gave each affected team member a donation to help address immediate needs, and provided access to counseling. A help line and private Facebook page were also set up to help communicate with team members while the city was closed.

"Maintaining daily contact with our team members was important as we worked to support them and their families during this stressful time," says Mark Goode, operations manager, Canada, Kal Tire's Mining Tire Group.

Team members across Canada offered well wishes and raised funds for the team in Fort McMurray, and the company looks forward to helping rebuild



KAL TIRE team members at the Vernon Office show their support for team members in Fort McMurray.

the community. By mid-July, all team members had returned to work.

**REAL MEN TAKE CARE OF THEIR TOOLS**

Did you know prostate cancer is the most common male cancer in Canada? This September, as part of National Prostate Cancer Awareness Month, do your part to promote prostate health by talking about it with the men in your life and your doctor.

**WHAT IS THE PROSTATE?**

Your prostate is about the size of a lug nut on a pick-up truck. This cluster of glands just below the bladder secretes fluid to transport sperm.

**WHY SHOULD YOU CARE?**

**1 in 8 men** will be diagnosed with prostate cancer in their lifetime.

**95%** of prostate cases can be **treated successfully**, if it's caught early.

Across Canada, doctors will likely diagnose **24,000 CASES** of prostate cancer in 2016.

The annual average is expected to double by 2030.

**WHAT CAN YOU DO?**

**50+**  
**Check your equipment.** Men 50+, the Canadian Cancer Society recommends regular screening for early detection.

**<50**  
**Be proactive.** Men <50, it's never too early to talk prostate health with your doctor, friends and family. Help raise awareness!

**Ladies**  
**Get involved.** Ladies, talk to the men in your life about prostate health and encourage them to talk to their doctors.

Source: Canadian Cancer Society, 2015

[KalTire.com/ProstateHealth](http://KalTire.com/ProstateHealth)

**TIRES DON'T BELONG IN YOUR HOME.**  
Store your summer tires at Kal's Tire Lodge.

