

# KAL TIRE TIMES

THE GREATEST ROAD TRIP  
WHERE THE PROS GO



PAGE 4

THE WALK SO KIDS CAN TALK

PAGE 8



DO YOU KNOW WHAT THIS SYMBOL MEANS?

PAGE 5



## SPRING TIRES

# Drivers say all-weathers 'tick every box'

For drivers who need all-season or summer tires this spring, experts suggest the 'all-weather.'

When Kal Tire team members list for customers the number of reasons why it's worth considering all-weather tires in the spring, they often run out of fingers.

"When it comes down to it, all-weather tires give drivers everything they really want: savings, safety and convenience," says Carey Hull, director of retail products, Kal Tire. "Once drivers understand what all-weather tires offer over 3-seasons (all-seasons), it usually makes for a pretty easy decision."

When Finnish winter tire pioneer Nokian Tyres designed the world's first all-weather tire nearly 15 years ago, the company had the drivers of Europe in mind.

They have mild winters, they don't have garages, they're fuel conscious, and they nearly fly on the Autobahn. But, in recent years, all-weathers have



NOKIAN TYRES PHOTO

ALL-WEATHER tires have become one of the most popular tire categories, particularly among urban drivers without space for tire storage.

quickly become one of North America's most popular tires, and Hull says it's not hard to see why.

"If you want to ride one tire year-round and winters in your area are mild, this is the tire."

In fact, Consumer Reports named

the WR G3, Nokian's third-generation all-weather, "a winter tire you can use all year long."

Safety through the seasons is one of the big appeals of all-weathers.

In spring, drivers see precise braking on warm, bare asphalt or on cold,

rainy days.

Thanks to a special rubber compound that stays soft and flexible both above and below 7 C, all-weather tires will continue to offer stability and grip as temperatures drop in the fall.

CONTINUED PAGE 3

## POTHOLES

# Survey highlights safety risks

On the heels of one of Canada's most severe and bizarre winters, a Kal Tire survey shows while nearly 72 per cent of motorists have hit a pothole this winter, only half the people with pothole-related vehicle damage have fixed the problem—and Kal Tire says that could be putting drivers at risk.

"I think as Canadians, we get so used to potholes that we don't realize how damaging they can actually be to our vehicles or how that damage can impact our safety

on the road," says Sean Thompson, mechanical program manager, Kal Tire.

"Sometimes all it takes is one bad hit to the wheel to knock your vehicle out of alignment and create shaking and wobbling, or even loss of steering."

Kal Tire's pothole survey, which polled more than 1,000 Canadians from BC to Ontario, showed 40 per cent of those who hit potholes this winter say it damaged their vehicle.

The most common damage was

to alignment (39 per cent).

"We want drivers to know that while some signs of pothole damage are immediately apparent, such as tire failure or rim damage, a lot of times you might not even know something is wrong," says Bill Gardiner, automotive expert and TV personality, on how pothole vehicle damage can compromise driver safety.

"The best thing to do is get your vehicle inspected, and then you know for sure."

CONTINUED PAGE 2

## INDEX

Driving.....	4
Mechanical.....	5
Crossword.....	6
On the Road.....	7
Community.....	8

BOOK YOUR FALL CHANGEOVER APPOINTMENT NOW





REPETITIVE MINOR pothole impacts or singular dramatic ones can cause serious suspension issues that can reduce the vehicle's ability to steer, absorb shock and support the vehicle's weight.

# What should drivers know about potholes?

*KalTire survey shows only half the drivers aware of pothole-related vehicle damage have had the problem fixed.*

as well as reduced handling, steering and poor braking performance.

**Alignment**—Hitting a pothole can cause your wheels to become misaligned and no longer square to the vehicle. Misalignment can cause poor steering, irregular tire wear and vibrations that can lead to driver fatigue.

**Suspension**—Repetitive minor pothole impacts, or single dramatic ones, can cause suspension issues, reducing the ability to steer, absorb and dampen shock, maintain road contact and support the vehicle's weight.

**Vehicle**—Dramatic impact

“These are all problems that, if dealt with early on, are likely to cost less and give you less hassle.”

—Sean Thompson

against deep potholes can create damage ranging from a scratched undercarriage to broken mechanical components in extreme cases.

“These are all problems that, if dealt with early on, have a much better chance of costing less and giving you less hassle,” says Thompson.

“No one wants to be on the road late at night and hear a

rim about to wobble off, or feel their vehicle get ‘the shakes.’ Even having an alignment performed will save on premature tire wear, so it’s about safety and savings.”

KalTire’s pothole survey showed 40 per cent of motorists who have hit potholes this winter say that it damaged their vehicle.

Thirty-two per cent of

motorists with damage reported their steering started pulling to one side, and/or that the impact damaged their wheel rims (11 per cent).

For vehicles that sustained alignment damage, only 44 per cent of drivers have had it fixed. Many motorists left damaged undercarriages, shocks and struts as is. Other problems caused by potholes include vehicles vibrating, shaking or wobbling (37 per cent), damage to undercarriage (28 per cent), vehicle bouncing/swaying (22 per cent), flat or damaged tires (17 per cent), body dents (14 per cent), and leaking fluid (4 per cent).

**FROM PAGE 1**

How do potholes impact vehicle safety?

**Tires & wheels**—Even wheels with minor bending can lead to poor seals between the rim and the tire, potentially causing leaks and flat tires. Wheel damage can also cause vehicle shaking

## Bill’s tip

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



BILL GARDINER

**Q:** I just checked my tire pressure and one of my tires was low but the TPMS light on my dashboard didn’t come on. Does this mean that the TPMS is broken on that wheel?

**Bill:** Likely not. If the tire pressure monitoring system (TPMS) light comes on when you start the vehicle and then goes off after a few seconds, it’s likely functioning properly.

Most TPMS systems alert the driver via the TPMS warning icon to a tire that is between 10 to 25 per cent under-inflated. Your low tire was likely not under-inflated enough to trigger the warning light. Keep in mind that one or more under-inflated tires could

negatively impact fuel economy, tire life, and vehicle handling without illuminating the TPMS warning symbol.

So, while TPMS is a great feature for vehicle safety, don’t overlook the importance of regular air pressure checks, especially when outside temperatures fluctuate.



**WATCH OUT FOR GREAT DEALS COMING YOUR WAY EVERY MONTH**

ASK YOUR STORE FOR DETAILS

# All-weathers vs. all-seasons: 'Only one is good for year-round use'

FROM PAGE 1

When Driving.ca writer Emily Chung explored the difference between all-weather and 3-seasons last March, the sub-head read: "The names seem to mean the same thing, but these two types of tires deliver significantly different results—and only one of them is good for year-round use."

Unlike their 3-season counterparts, all-weather tires have passed snow traction tests and bear the severe service mountain snowflake symbol of designated winter tires.

Results from Kal's Tire Testing showed all-weather tires stop, on average, 2.4 metres sooner on ice and 4.3 metres sooner on snow than 3-season tires.

Following a particularly unpredictable and unusual winter in nearly every corner of Canada, Hull says stores are hearing from drivers who "don't want to risk it anymore."

A more aggressive tread design channels away water to help maintain a contact patch with the road through the rain and slush of shoulder seasons and Canada's notorious 'up and down' temperatures.

"All it takes is a little slush and a slight drop in temperature to -1 C to create dangerous driving conditions that all-season tires can't handle," says Hull, adding slush is the second-most dangerous driving condition, and the most common.

Of course, being able to stay on the road and stop in time are important, but there are two other reasons why Kal Tire says the all-weather is here to stay: Drivers can forget about



ALL-WEATHER tires stop, on average, 2.4 metres sooner on ice and 4.3 m sooner on snow than 3-seasons, giving drivers reliable year-round performance against Canada's unpredictable temperatures. At right, wider channels help expel water, while Nokian's signature 'snow claws' bite into snow and ice.

the hassle and expense of tire changeovers and storage.

"For drivers in urban centres like Greater Toronto or the Lower Mainland, it's a big deal trying to find space to store a second set of tires and arrange the appointments at change-over season," says Hull. "This cuts all of that out."

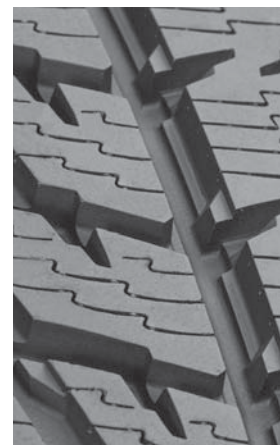
Last but not least is that fact that all-weather tires are gentle on the pocketbook and the earth. Nokian's all-weather

tires have low rolling resistance, which means it takes less energy for them to roll—allowing drivers to save on fuel and emit less CO<sub>2</sub>. They're also made with earth-friendly materials, such as natural rubber and canola oil.

As the demand for safer, year-round all-weather tires has grown, tire manufacturers have launched a range of models to suit every kind of vehicle, budget and driving surface—

from value-priced all-weather passenger tires to premium all-weather tires for SUV's and all-weather for off-roading to all-weather for light trucks on gravel roads.

Find the all-weather tire that suits you! Talk to a team member in store, or head to KalTire.com's Resource Centre and look for the article *All-weather tires for every vehicle: Which all-weather tire is right for you?*



## Why booking your fall appointment in the spring makes sense

At one point or another, most drivers have been through it: the line-ups, the waiting in the lounge, the leaving your vehicle while the snow falls, and falls, and falls.

"Every year our team members hear customers say they wish they wouldn't have waited so long to put their winters on, but every year, so many hold off until the last minute or the first snowstorm," says Jim Baker, a Kal Tire store manager in North Vancouver.

Drivers don't have to worry about using their winter treads too early since

“  
For many communities in Canada...winter tires could go on as early as September.

— Jim Baker

they're designed for cold weather performance. Installing them sooner also means extending the life of their summer or 3-season tires.

"People don't know that winter tires begin to give you better braking and cornering performance as soon as the temperature is 7 C at best, so it's about the temperature more than the snowfall, and for many communities in Canada, that means winter tires could go on as early as September."

Of course, another benefit of swapping into winter tires early is being able

to avoid the wait.

"We encourage customers to book their fall changeover appointment at their spring changeover. That way it's done and they know they'll get in and won't have to worry about waiting, or their safety," says Baker. "The last thing you want is to be stuck in a snowstorm with your 3-seasons still on, and then face long waits to get your vehicle in."

Save time this fall and book your appointment with the front counter before leaving the store, or call your preferred Kal Tire location at any time.

# The road trip of all road trips

Three professional drivers reveal their favourite drives.

Depending on where you are in Canada, road trip season is already just around the corner. That got us wondering: What are the most amazing drives in this country, or even this continent?

To answer that question, we spoke with a few Canadian automotive writers who get paid to test cars and write, often poetically, about their road trips—the landscape, the turns, the stops along the way.

Here's what they had to say.

**HARRY PEGG: NEWFOUNDLAND**

The cod cheeks served with morning coffee in Conception Bay. The cliffs and that edge-of-the-earth feeling of Hearts Content. The three church ladies who fixed the sandwiches they ate in Grates Cove as icebergs drifted by. Purple sunsets, moose galore and smiling folk at every stop.

These are the images of a Newfoundland drive that still linger in the mind of Postmedia automotive writer Harry Pegg, nearly 10 years after the trip. It was June, and Pegg, a Calgarian, was on a 401-kilometre three-day trek testing vehicles with a handful of other professional drivers across this less-travelled province.

"We really stuck to the coastline, which makes for a lot of windies and twisties," says Pegg, who became a professional driver in 1993 and has since tested vehicles across North America as well as in Italy, Germany and France. And yet this Newfoundland drive, this was one of the best.

"I think it's that absolute raw scenery, the harbours rather than big buildings, the rusticness of it all. And the people."

**KELLY TAYLOR: NANAIMO TO TOFINO**

To ask Kelly Taylor about the 207-kilometre drive from Nanaimo to Tofino is to hear the superlatives of superlatives.

"The road is absolutely brilliant. Hillside-hugging turns. Breathtaking vistas around every corner. It's so gorgeous you wouldn't believe it," says Taylor, an automotive journalist who writes for the *Winnipeg Free Press*.

Nine years ago Taylor made the Vancouver Island drive along Highway 19 as part of a vehicle testing program. He fell in love with the journey as well as the destination, where he savoured "divine seafood" as he watched ocean waves spraying higher than the restaurant's windows.

"The breathtaking ruggedness of the whole area is...I can't wait to go back,"



CLOCKWISE FROM the top, the Icefields Parkway, Alberta (photo courtesy Icefields Parkway), coastal views of Newfoundland (photo courtesy Newfoundland and Labrador Tourism), and the scenic Tofino, BC (photo courtesy Destination BC).

says Taylor, who would return, if he could, in a Porsche Cayman GTS to revel again in the nuances of that highway.

"It's a road that when it's empty, it tests every one of your driving abilities, from braking to looking ahead to acceleration. If you're there in the summer, when it's busy, watch out."

**BRENDAN MCALEER: VANCOUVER TO ALMOST EVERYWHERE IN THE WEST**

Vancouver-based automotive writer Brendan McAleer can still nearly see shadows of the greatest drive of his life in his rearview mirror: fogs of marshlands, waterfalls of 100 feet, sunsets of deserts, his girls asleep in the backseat with their "dirty bare feet and golden hair."

Last summer he set out on the road trip of road trips, a feat, you might say,

of some pretty startling numbers. Let's review them in ascending order:

One Subaru STI hatchback. Four McAleers (Brendan, his wife, and their two daughters, then aged three and one). Ten overnight locations (spread over four provinces and states). Twenty-three days on the road. And 5,000 km.

Here's how McAleer sums up the route: "We went from Vancouver to the Sunshine Coast. Took a ferry over to Vancouver Island, drove the length down to Victoria, caught a ferry to Seattle, went to the Interior of Washington...drove via the Grand Coulee Dam into Idaho...then north through Radium (BC) up to Banff (AB), then Jasper to Calgary. We went to the Badlands Royal Tyrell Museum and then back via the Kootenays and Nelson." Sigh.

The trip was one last hurrah before his wife returned to work from maternity leave, and though they'd taken long drives with their brood before, this trip, and a few sights in particular, is one of the best.

"The icefields parkway is a must drive for any Canadian. You gotta do it. It's unbelievable. I've driven it four times... and each time everything has looked completely different."

That, along with the Grand Coulee Dam, was the most spectacular scenery. The best stretch as a road-lover?

"We drove Kaslo (BC) due west and that's a tricky road technically. The scenery is great too because all the roads in that area run parallel to the river and the railway, and all these old mining ghost towns."

**DON'T FORGET YOUR RETORQUE**

**DID YOU KNOW? WE DO BRAKES.**

Warranty-approved work by certified automotive technicians.

KalTire.com/Service

**REVIEW YOUR KAL TIRE EXPERIENCE**

Help us recognize outstanding team members with your Google+ review! **G+**

## UNDER THE HOOD

## The spring tune-up: Do vehicles still need them?

Thirty years ago, the spring-tune up was an annual tradition that involved changing spark plugs, switching to a summer motor oil and greasing ball joints. Today, with the evolution of vehicle design, many of the old spring tune-up tasks have been made redundant, and yet it's more important than ever for drivers to inspect their vehicles for wear, especially after winter.

"The spring tune-up' has become important for different reasons," says Sean Thompson, mechanical program manager, Kal Tire.

For example, suspension components such as tie rods that would have been greased each spring before, now have 'lifetime' lubrication. Once that part is worn—more likely after the slush and grime of cumulative winters—it can only be replaced.

Wherever you live in Canada, whether you've got rain and hills, gravel and heavy snow or bumper-to-bumper traffic and potholes, Thompson says it all causes wear and tear that's accelerated by winter.

What does winter do to vehicles?

**Alignment/suspension**—Salt, gravel, slush...abrasive winter grime can wear the seals of suspension components such as ball joints and tie rods as well as wash away lubrication on suspension points. Worn components can sepa-

### WHY SPRING TUNE-UPS MATTER

Spring tune-ups increase the safety, performance and lifespan of your vehicle.

**TIRES & WHEELS**  
In spring, tires should be inspected for tread depth, inflation, cracking, sidewall bruising and unusual wear. Additionally, potholes can damage tires and bend wheels, causing leaks or weakening the tire wall.

**WIPER BLADES**  
"More than 90 per cent of your driving decisions are based on what you see." — Bill Switzer, Canada's Doctor of Cars

**CABIN FILTER**  
Is your cabin filter clean and properly installed? These often overlooked filters improve cabin air quality and your vehicle's defrosting/cooling systems.

**ENGINE FILTERS**  
Clean, properly installed engine filters keep winter's dirt and debris away from your engine.

**BATTERY**  
Extreme heat can decrease your battery's life. Check the condition of your battery before those long hot summer days.

**SHOCKS & STRUTS**  
Worn shocks can have a dramatic impact on emergency braking distance.

**UNDERCARRIAGE**  
Abrasive winter grime can wear seals and wash away lubrication in your suspension system. This can lead to reduced vehicle handling and safety.

**TIE RODS & BALL JOINTS**  
Potholes can cause suspension and alignment problems, which can prematurely wear tires as well as cause vibration and steering issues that can lead to unsafe handling.

**Brake Pads & Rotors**  
Drivers tend to put their brakes to the test over the winter to reduce sliding. Road-salt and de-icing solutions also accelerate wear and tear on brake systems.

**KALTIRE**  
KalTire.com

PARTS THAT used to require frequent greasing are now in permanently sealed-in grease systems. When technicians inspect components, they're looking at what winter has done to really push these parts over the brink.

“This is preventative maintenance that's going to improve the performance, lifespan and safety of your vehicle's most important parts.”

—Sean Thompson

rate and lead to loss of control of the vehicle. Alignment problems caused by potholes can cause vibrations and steering issues that can lead to unsafe handling.

**Rims**—Road grime can also corrode and rust rims, and pot-

holes can lead to bent rims, both of which can cause tire damage, and leaks in the space between the rim and the tire.

**Tires**—At spring change-over, winter tires coming off or all-weather tires staying on should be inspected for tread

depth, inflation, cracking, sidewall bruising and unusual wear, which can be an indication of suspension problems caused by potholes.

**Brakes**—Drivers tend to put their brakes to the test over the winter to reduce sliding. Brake pads and rotors should be inspected to ensure optimum performance. Worn shocks can also have a dramatic impact on emergency braking distance.

**Filters/fluids**—The debris and grime of winter months needs to be kept away from the engine with clean, prop-

erly installed filters, the first line of defense for the engine. A clean cabin air filter, often overlooked, improves effectiveness of heating and cooling for improved defrosting and visibility.

For fluids, even with an on-board oil reminder system, monthly checks of the fluid quality and quantity is important. An engine oil change is usually prudent at this time.

**Wipers**—Wiper blades work almost non-stop in the winter, and the rubber is often worn by spring, just in time for frequent rain.

"More than 90 per cent of your driving decisions are based on what you see, so visibility is critical. If it bought you even a second of reaction time, that could make a big difference in an emergency," says Thompson.

"This is preventative maintenance that's going to improve the performance, lifespan and safety of your vehicle's most important parts. It's also going to help ensure you don't have a breakdown at an inconvenient time or place."

To help drivers spot signs of issues early on, Kal Tire performs a True Service Inspection with all tire and maintenance services. The report uses green, yellow and red columns to indicate the condition of important vehicle components such as brakes, steering and suspension.

## Kal educates drivers about TPMS

Did you know your vehicle probably has a tire pressure monitoring system (TPMS)? Never heard of it? You're not alone.

While most drivers know low tire pressure can lead to skidding, hydroplaning and even blow-outs, many aren't aware of the built-in device and dashboard symbol designed to alert drivers when a tire's air pressure is dangerously low.

Since drivers can't always tell if a tire's pressure is low just by looking at it, TPMS was created to warn drivers when the inflation level of one or more tires reaches 25 per cent below the recommended level. Drivers then see one of two symbols illuminating on their dashboard: the shape of a treaded horseshoe surrounding an exclamation mark, or the frame of a vehicle which highlights the tire with low pressure.

"TPMS is such an important safety feature, but we're finding a lot of drivers still don't know what TPMS is, and there's skepticism about why modern vehicles have it," says Carey Hull, director of retail products, Kal Tire.

"Some people also think when the symbol appears it means low air pressure, but that symbol is telling you your

air pressure is dangerously low."

"Just like seatbelts and air bags, TPMS can save lives. We want to help Canadians understand TPMS and what to do when they see the symbol light up on their dashboard."

The system uses a wheel-mounted sensor or the ABS system to measure pressure and then send a signal to your vehicle's computer if low tire pressure is detected. That's when the TPMS warning symbol will light up.

Drivers should then pull over and check their tire pressure. If inflation levels appear normal, it's best to proceed with caution to a tire service centre to have them properly inspected. There's a chance the TPMS battery or another TPMS component may simply need replacing.

If the tire is underinflated, it could be serious: a tire loses its ability to manage the vehicle's weight when pressure drops as little as five per cent. As a result, steering, braking and suspension can suffer.

"Ideally, everyone would check their tire pressure long before it's ever underinflated by 25 per cent, because at that point, you could be in danger," says Hull. "If drivers see the TPMS symbol



NEARLY ALL vehicles sold in the US after 2007, where the system is mandatory, are factory-equipped with TPMS. TPMS isn't mandated in Canada, but an estimated 70 per cent of vehicles sold since 2007 are equipped with TPMS.

illuminate on their dashboard, we want them to be able to respond appropriately."

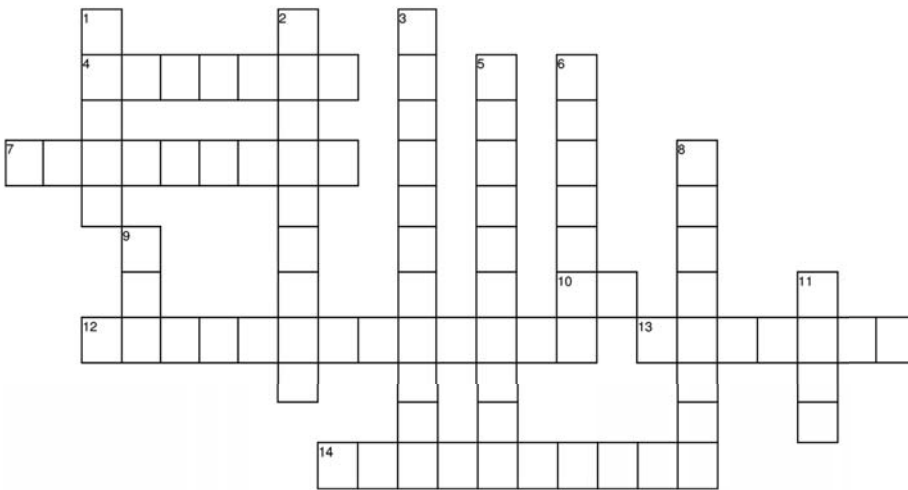
The extra service fee charged to ensure the system is working on new tires sometimes confuses and upsets Canadians who haven't heard of TPMS.

"There is a sense of frustration from people when they come into the store

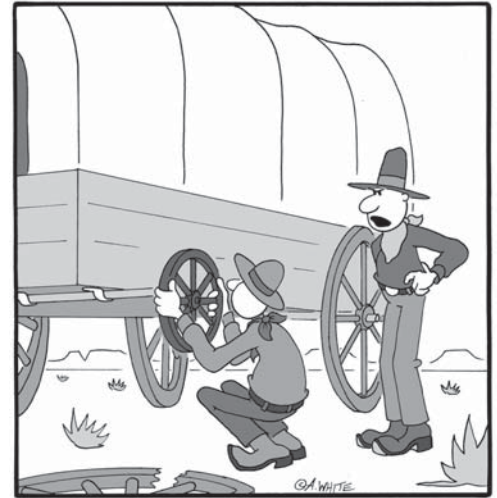
and they have to have TPMS work done, but once we explain what it is and that it could prevent tire failure, people are more accepting."

All Kal Tire technicians are fully trained in TPMS procedures and are equipped with the latest diagnostic tools in order to ensure the TPMS is working properly.

## CROSSWORD & COMIC



ANSWER KEY: ACROSS: 4. POTHOLE 7. TIRE LODGE 10. RV 12. ALUMINUM ALLOY 13. CALIPER 14. SUSPENSION DOWN: 1. SPARE 2. ALIGNMENT 3. WIPER BLADES 5. HYDROPLANE 6. BATTERY 8. 3-SEASON 9. OIL 11. TPMS



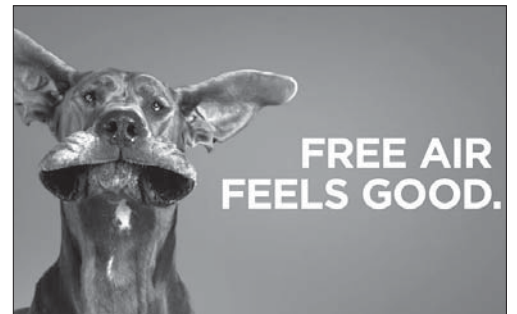
**"You'd think that a brand new covered wagon would come with a full-size spare!"**

### ACROSS

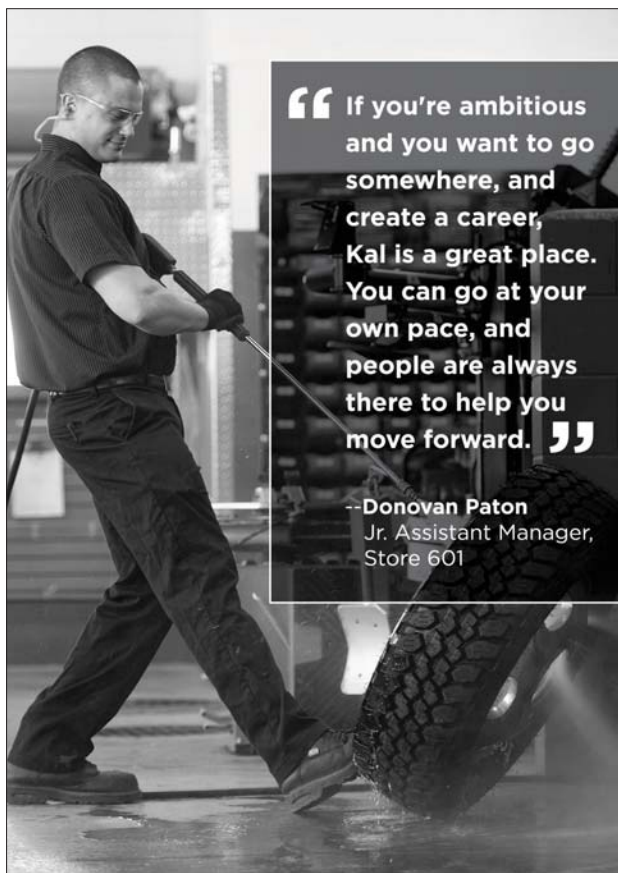
- 4. Has been known to swallow entire vehicles, or at least a tire or two
- 7. A clever place to keep your off-season tires
- 10. Often sleeps six and has marshmallows, graham crackers and chocolate onboard
- 12. Used for making nice wheels; same component sometimes used on the barbecue
- 13. Squeezes the brake pads so you can stop
- 14. Helps keep your dental fillings in place by eliminating bumps and sways

### DOWN

- 1. Check the air pressure of this when you get the other four checked
- 2. This is needed when your steering wheel is off-centre
- 3. Keeps water from blurring your view
- 5. When there's so much water on the road that you have no traction
- 6. More of these 'die' in the summer than in the winter
- 8. Tires for summer driving (Hint: Don't forget the hyphen!)
- 9. Comes in two forms, one of which is synthetic
- 11. Signals when the air pressure in your tire is dangerously low



## CAREERS



**“ If you're ambitious and you want to go somewhere, and create a career, Kal is a great place. You can go at your own pace, and people are always there to help you move forward. ”**

**--Donovan Paton**  
Jr. Assistant Manager,  
Store 601



START YOUR JOURNEY  
**WITH US.**

A career with Kal Tire means the chance to grow to your full potential and do rewarding work with a team who cares. It's a philosophy and culture that's kept us growing for more than 60 years.

When you join the Kal Tire family, we invest in you as much as we invest in our company itself. Our team members stay with us because we provide them with the training, mentorship, rewards and global opportunities to thrive.



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

# Are your RV tires ready for road trip season?

For weeks, you've been getting your RV or trailer cleaned up and loaded up for the summer. You've already thought of all the important things: marshmallows, rain boots, ice cube trays.

Now you're ready to tackle the fun stuff, like tires.

Many families, in their haste to get out to their perfect spot, forget about making sure their RV or trailer tires are fit for the road ahead.

Since this is the vehicle that's going to make this best-ever camping trip happen, help make sure your tires are going to get you there—and back—with this six-step checklist.

\_\_\_1. Check the age of your RV tires and your spare tire.

To find the true age of your tire, look for the serial number that begins with 'DOT.' The last four numbers indicate the month and year your tire was made. For example, the serial number DOT 2613 means your tire was made in the 26th week of 2013.

One major trailer tire manufacturer says regardless of miles, a trailer tire's life expectancy is three to five years. A good rule of thumb is to inspect and consider replacing trailer tires at three years, and definitely replace by five years.

That's because it's estimated that even at the three-year mark, nearly one-third of a trailer tire's strength has diminished.

\_\_\_2. Thoroughly inspect tires, including the spare, for age-related signs of wear & other issues.

#### TREAD

\_\_\_ uneven wear (possible indications of suspension issues)

\_\_\_ cuts, bulges, cracking or feathering



TRAILER TIRES are up against extreme pressure from heavy loads, long distances and hot days, so it's crucial to make sure they're properly inflated before and during a trip.

\_\_\_ tread depth (minimum) of 4/32"

#### SIDEWALL

\_\_\_ cracking from age or exposure to sun

\_\_\_ discoloration or waves (a sign of use at high temperatures)

\_\_\_ curb damage

\_\_\_3. If you are replacing your RV or trailer tires, be sure to have the lug nuts retorqued the next day or within 50 kilometres.

\_\_\_4. Check to make sure valves and caps are in place and in good shape on all five tires.

\_\_\_5. Inflate tires to the recommended PSI. Because you're traveling at extreme temperatures and with heavy loads at long distances, it's critical to ensure

your RV tires are properly inflated, not just at the outset of your trip, but throughout. It'll be easier to take regular, accurate measurements with a good tire gauge.

How do you know what's the right tire pressure? Your tire's recommended PSI should be listed on a sticker in the door jam or glove box, and your vehicle owner's manual.

Proper inflation is critical on road trips for several reasons. Under-inflation can cause poor handling, increased wear or irregular wear, decreased fuel economy and even structural damage.

Over-inflation, on the other hand, can also cause uneven wear as well as

compromise your traction, braking, handling and make for a bumpy, noisy ride.

\_\_\_6. Don't exceed the limits. Remember once you've got your outfit all loaded up that you're not inflating to the maximum load limit for your tires, or inflating the maximum pressure to support that load. Both of those numbers are indicated on your tire's sidewall.

Now you can be confident your tires are ready for adventure!

If you want a second opinion about the inflation or condition of your tires, have a tire technician inspect them so you can enjoy your holiday with complete peace of mind.

## TRUE SERVICE STORY

# Manager hands customer his keys

Over the years, Cheryl Williams has had several occasions to have her Toyota Tundra serviced at the Kal Tire location in Princeton, BC.

Most of the time, it meant she and her truck were on their way within minutes or hours. But, on a cold morning last spring, Williams learned her truck was in for an extended stay.

"We had to push a bearing off her rear wheel. You have to press it on and off with a special tool, so it had to be shipped to Kelowna and back," says store manager Brian Wasman.

Wasman knew it would take the better part of a week. He knew she needed a vehicle; Williams was an on-call paramedic and a single mom. He knew there was something he could do.

"I couldn't leave her stranded without her vehicle for a week," says Wasman. "So, I said I'd take care of it, and I gave her my keys."

Now, managers are not in the habit of loaning customers their personal

vehicles, but, given her work and her situation, this was a special circumstance. For a moment, Williams was at a loss for words.

"If you know Brian, that truck is his baby."

The truck, a blue 2013 Ford F150, goes by 'Princess,' and it's waxed and detailed at least once a week. It was also a special truck.

"It's his only vehicle, and he gave it up so that I would not be without," says Williams.

"A normal, simple solution would have been to drive me to a car rental company and say, 'Here you go.' But he handed over the keys and said he'd call me when it was fixed."

And that's what happened.

For nearly a week, Williams drove Princess—to work and the school run and out for groceries. And then Wasman phoned to say her truck was ready.

"I have never been treated like this anywhere before. Because of all of this,



KAL TIRE team member Brian Wasman loaned his personal truck, also known as 'Princess' to a customer who would have been stranded without transportation.

I recommend Kal Tire to everyone, and tell them they (the company) have excellent customer service. I've stopped at the store in Princeton, and other stores various times to get wheels retorqued or air pressure checked, and

the staff come out...and attend to what needs to be done."

For Wasman, it was a simple act.

"We're just trying our best. It's about treating people how you want to be treated."

WE'D LOVE TO HEAR YOUR KAL TIRE SERVICE STORY.  
Email us at [stories@KalTire.com](mailto:stories@KalTire.com)

## Team members across Canada 'Walk So Kids Can Talk'

When they're being bullied, when their parents are fighting, when they feel down and don't know why, boys and girls can dial the number for Kids Help Phone.

For six years, Kal Tire has been a strong supporter of Kids Help Phone—the organization that connects youth with professional counsellors who offer a free, confidential and anonymous line of support any time of day or night.

Since 2010, our team members have raised more than \$120,000 for Kids Help Phone through its national fundraiser: Walk So Kids Can Talk Presented by BMO, held annually on the first Sunday of May as Mental Health Week kicks off.

It's more than a 5K fundraiser walk. It's communities taking steps to support the emotional wellbeing of kids everywhere.

"This is such a fun and inspirational event for our team members," says Kevin McCarty, corporate social responsibility coordinator, Kal Tire.

"Our teams have come to look forward to the walk every year, and we're glad to be able to help raise money for such a valuable cause."

In May 2016, 256 Kal Tire team members, friends and family members reg-



LOCAL ROYALTY and little athletes alike warm up for the 2016 Walk So Kids Can Talk Presented by BMO in Victoria, BC.

istered for the walk. Together, teams raised \$23,607, an amount that was doubled through Kal's Community Matching Gifts Program for a total of \$47,214. Kal Tire also sponsored 20 walk

sites in the amount of \$34,649, bringing Kal Tire's total contribution in 2016 to \$81,864.

This year, please consider joining us and the hundreds of Canadians who raise

funds to help ensure professional counsellors will always be there to listen when kids need to reach out. Together, we can help save and change kids' lives! Visit [www.walksokidscantalk.ca](http://www.walksokidscantalk.ca).

### AROUND THE WORLD

## Boxing day in Pretoria

School supplies shipped from Surrey to South Africa garner smiles from nearly 1,700 students.

As Phil Maloney pushed the last of his family's effects into a shipping container bound for South Africa, he realized how much room was left. Enough, he imagined, for boxes and boxes of notebooks and pencils.

Maloney, who had accepted a transfer from Kal Tire's Vernon Office, was about to board a plane with his wife and children for Pretoria, the South African city where he would work in sales for the company's Mining Tire Group.

It was nearly September, the time of year when children in Canada take to department store aisles and stuff plastic baskets with glue sticks, scissors, binders, and markers. Perhaps because of the timing, images of stacks of school supplies flashed quickly to Maloney's mind when he saw the vacant space in that shipping container.

"I've always believed in the power of education, and I knew school supplies were sorely needed for lower-income students in South Africa," says Maloney. "After talking it over with some team members, we knew this would be a great way to give back to the community in which I would be living."

Team members in Canada received a

memo asking for donations of school supplies that Maloney could load into the container and distribute when he arrived in South Africa. Within minutes, Maloney received an email from a team member who offered to transport donations from stores to Port Kells, Surrey, where the container awaited. Another Surrey team member agreed to sort and pack the boxes for shipping.

Maloney hoped enough pencils and pens and rulers would come in to fill five boxes. In the end, 19 large boxes had to be crammed into the container.

"It was definitely a good problem."

Two months later, after sailing nearly 17,000 kilometres across the ocean, the container arrived, one of dozens—red and blue and orange rectangles—stacked on a shipping vessel that had taken several weeks to make its journey. From the outside, one would never guess how much impact this steel container would soon have.

Maloney enlisted the help of an outreach program at Tyger Valley College, which identified three schools desperate for support: Lesedi High, Boschkop Primary, and The Kungwini Early Learning Centre. Tyger Valley's program



STUDENTS AT Tyger Valley College in Pretoria, South Africa unwrap a box of school supplies sent along with a Canadian Kal Tire team member.

offered to break the school supplies down into 1,700 individual packs to give directly to the students to help ensure they got into the hardworking little fingers they were intended for.

"These are children that travel great distances from their towns to get to school. Their families know it's the only way to break the cycle of poverty."

These children study in classes of 60 students with nothing to write with, or no air-conditioning. Desks for just a few. The floor, crammed with skinny bodies in school uniforms from the

chalkboard to the back wall.

"Needless to say, every bit of help they receive is hugely appreciated."

When students were given their packages—pencils, crayons, scissors, notebooks, geometry sets—students squealed, glee vibrating from their saddle shoes to their ears.

"These are things we think of as mundane that are precious commodities to schools there," says Maloney. "Seeing how hard these students work, even though they have so little, was truly inspiring."

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

