

# **HOW TO USE THE HANKOOK TIRE PROGRAM AS AN FMCA MEMBER**

## **1. FIND A DEALER AND GET A QUOTE**

- First, find the closest Hankook RV tire dealer by using the following link: <https://www.hankooktire.com/us/services-tips/find-a-dealer/view-all.html>
  - Search by address, city, or zip/postal code.
  - Choose the dealer that is most convenient for you and equipped to service your needs.
- Next, determine the tire size and tread design you need, then find the price using the Tire Savings Calculator found at: <https://www.fmca.com/rv-tires-discounts>.

## **2. REGISTER YOUR CREDIT CARD**

- Download and complete the Credit Card Registration Form found at <https://www.fmca.com/rv-tires-discounts> then submit the form to Hankook Tires by one of the following methods:

- Email: [Fleet.tbr@hankooktech.com](mailto:Fleet.tbr@hankooktech.com) (preferred method)
- Fax: 615-242-8709
- Mailing Address: Hankook Tire America Corp.  
Attn: Fleet  
333 Commerce Street, Suite 600  
Nashville, TN 37201

- Important: once your credit card has been successfully registered with Hankook Tire, you will receive a confirmation email with the National Account Number.

The National Account Number is the number you will need to provide to the Hankook Tire dealer to receive the FMCA discounted pricing.

If registering by email or fax, please allow up to 48 hours to receive the confirmation email, and at least 1 week if registering by U.S. Mail.

## **3. CONTACT THE DEALER AND SCHEDULE THE INSTALL**

- Once you have the National Account Number, call the dealer to check availability of the specific size and tread design you require. Be sure to let the dealer know you will be buying tires using the Family Motor Coach Association discount and have the

National Account Number ready to share. The dealer may or may not know the exact pricing, but it will be available to FMCA members through the Tire Savings Calculator on FMCA.com.

- Schedule the appointment with the dealer and review the order to ensure accuracy.
- Discuss any additional service(s) that may be needed – i.e. balancing, new valve stems, etc. as not all service rates are eligible for a discount. Those not eligible for a discount will be billed to you directly by the dealer at the time of service.
- Once you arrive at the dealer location for service, make sure to walk around the coach with the service writer or salesperson and make note of any existing damage to the coach and/or wheels. This will protect everyone.

#### **4. KNOW AND UNDERSTAND THE WORK ORDER**

- Before any work begins, make sure you have reviewed the work order with the dealer and understand all work that is being performed as well as the charges you will incur.
- To view the National Discounted Service Rates document visit <https://www.fmca.com/rv-tires-discounts>. These services are eligible for the discounted service rates and you will be billed for these, along with the price of the tires, by Hankook Tire National Account, not the individual dealer.
- Reminder, any additional services and fees, such as state and local taxes, that are not part of the National Discounted Service Rates list will be billed by the applicable dealer at the time of service.
- Your FMCA Membership will act as the Purchase Order Number if one is needed. This, along with the National Account Number, will ensure that you get your discount. You should have your invoice immediately upon the completed transaction.
- To view the discounted service rates visit <https://www.fmca.com/rv-tires-discounts>

**PLEASE CONTACT HANKOOK TIRE DIRECTLY AT 615-432-0762 or 800-HANKOOK FOR ANY QUESTIONS YOU MAY HAVE.**