

Technical Services Bulletin Motorcycle & Scooter Tires

How To Take Complaint Tire Photos?

For a better accuracy and efficiency when handling your tire complaints, follow the 5 steps shown below for taking complaint tire photos.

Before taking any photos, mark the DOT and damaged area from inside and outside of the tire (e.g with chalk). Carefully look for additional hints to take photos of that would help the condition get analyzed.



1. Whole tire

Put the tire in an upright position. Take photos such a way to cover sidewall and tread pattern profile of the complaint tire. (Max 2 photos)



2. DOT code

DOT is a 12 or 13-character code only found with the date code on one sidewall of the tire. Take the photo of the DOT including the date code at a 45° angle to show sidewall and bead area with any corresponding markings on it. (Max 2 photos)



3. Tread Pattern

Make sure that the tread pattern photo shows the wear shape and the tread grooves clearly. (Max 2 photos)



4. Damaged area

Take well focused photos of the damaged area on the tire together with additional hints. Take photos when the tire is still inflated, if safely able to do so, in case of bulges. If it is already demounted, take clear photos also from inside of the tire in the damaged area. (Max 10 photos)



5. Barcode

Bar code (if available) is placed in the bead area on a sticker.