



Office of Defects Investigation

VOQ Confirmation

2004 JAN 21 PM 4:23

Your Complaint information is successfully submitted.

Your Confirmation number (ODI Number) is: 10052559

Your Complaint Information

Consumer Information

Name : [REDACTED]
 Org. Name : [REDACTED]
 Address : [REDACTED]
 City, State, Zip : TAMPA, FL
 USA
 Daytime Phone : [REDACTED] Ext :
 Evening Phone : [REDACTED] Fax :
 Email : [REDACTED]

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Complaint Information

Description : I purchased 4 new Goodyear tires approximately 3 years ago. While driving on Florida Tpk on 1/4/04 I could hear a thumping sound from the left front tire. I got off at the next exit to look at the and I could see that the tread had separated from the tire. We stayed at a local hotel that night and brought the car to a nearby Goodyear Dealer. He confirmed that it was a tread separation and replaced the tire at a discounted price. He said that he has never seen such a thing on this brand, integrity P225/70R15. I don't have the DOT number, but the Dealer does. Goodyear Auto Service Center 3000 S Dale Hwy Homestead, FL 33030. The original tires were purchased at Pompano Tire and Auto, Pompano Beach, FL. While we are disappointed that Goodyear did not replace the tire at no cost, we just can't believe that they denied any liability or responsibility for the defect in this tire. If I did not pull off the road when I heard the noise, the tire would have blown at high speed and we could have been killed or killed someone else. When I challenged Goodyear they responded with they don't fully replace tires according to their guarantee. I know there have been recalls by Goodyear in the past because of the problem with other tire models. Someone should look into this to make sure that it does not happen again or that they recall this model. I've inclosed pictures and a copy of the invoice from the dealer. I had to replace the other 3 as they also have the same tread wear on the front but are fearful that one of the other tire might develop the same problem. My beef is with Goodyear, not the local dealer. He did the best he could based on Goodyear's policy.

Incident Date : 1/4/2004 Fire : No
 Mem. Fatalities : 0 Crashes : No
 Rush. Followed : 1 Property Damage : No
 Mem. Injured : 0 Police Report : No
 Referral Source : INTERNET

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Vehicle Information

VIN : XCHW62F3 [REDACTED] Purchase Date : 2/2/1994
 Year, Make and Model : 1994BUICKROADMASTER Original Owner : Yes
 # of Cylinders : 6 Trans. Type : AUTOMATIC
 Engine Size : 350 Vehicle/Primary Usage : RECREATIONAL
 Cruise Control : Yes AntiLock Brakes : Yes

Current Mileage : Speed : 65
 Failure Mileage : Powertrain : REAR WHEEL DRIVE
 Body Style : 4-DOOR Fuel System : FUEL INJECTION
 Fuel Type : GAS

Vehicle Component Information

Component Id: TIRES/TREAD/BELT ODM: No

Vehicle Dealer Information

DI Dealer : 1
 State : Tony March Dealer Type : SALES DEALER
 Address :
 Hartford
 CT
 Dealer Phone : Dealer Fax :
 Email :

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Tire Information

Make : GOODYEAR Model : INTEGRITY
 DOT Number : Spare : No
 Purchased : 2002 Designated Spare : No
 Run Flat Tire : No Failure Mileage :
 Required : No Mileage at Purchase :
 Repair Date : Failure Location : DRIVER SIDE FRONT
 Repair Mileage : Tire Pressure :
 Repair Location : Failure Type : TREAD SEPERATION
 Retread : No Tire Size : P225/47R15
 Repair Type : No. of Retreads :
 Original Equip. : REPLACEMENT

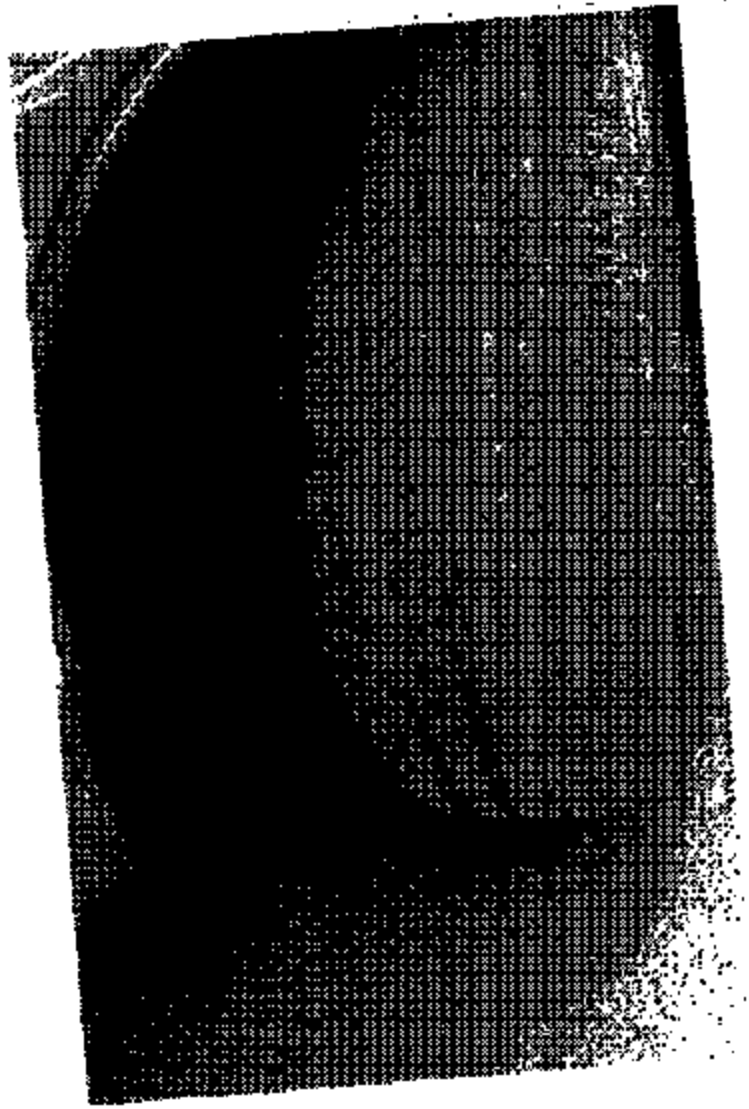
Tire Component Information

Component Id: TIRES/TREAD/BELT ODM: No

The Dealer Information

DI Dealer : 1
 State : Goodyear Auto Service
 Address : 30620 S. Dale Hwy
 Homestead
 FL 33020
 Dealer Phone : 305-347-6966 Dealer Fax :
 Email :

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DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**