

Falmouth, Virginia

December 9, 2004

10108847  
ODI Rec - 12/16/04

Chevrolet Motor Division  
Chevrolet Customer Assistance Center  
PO Box 33170  
Detroit, MI 48232-5170

To Whom It May Concern:

I am writing to you in regard to the tires that came on my 2002 Chevrolet pickup truck. At intervals of 3,000 miles, I had the truck at Radley Chevrolet in Fredericksburg, Virginia, for oil changes and grease jobs. They checked the vehicle over each time for any problems, to include checking all tires for proper pressure, etc.

At 36,000 miles, I had the truck in for a 3 year/36,000 mile final check before the manufacturers warranty expired. They corrected a couple of things and said all else was fine.

At 38,000 miles I took the truck to Sears, Inc., for a front end alignment. I was informed that two of the tires had split in the treads, and they would not align the vehicle due to this problem. I took the truck back to Radley, where I was informed that they could do nothing about the defective tires. I then took the truck to a local Goodyear store, where I was told they could only give me \$50 per tire, and only for the two tires that were split.

I love my Chevrolet truck, but am very upset about the defective tires and the lack of accountability by all companies involved. These defects could have been deadly to us, particularly at higher interstate speeds and in the event of sudden braking. Further, when the two remaining rear tires were rotated to the front, the truck still pulled to the right after alignment. I have subsequently replaced all four tires with another brand of tire.

In an internet search for recalls on this tire, I also discovered that there was a safety improvement campaign for Ford vehicles for this specific tire. I am doubly concerned that General Motors has not seemed to take action to

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address this obvious defective tire problem on their vehicles. I have attached a copy of the NHTSA campaign information to this letter.

The Goodyear tires in question are Wrangler ST mud and snow P245 75R16 109S, DOT 4B70 ER DR 5001, made in Canada. I would like to request that direct compensation be provided for all four of the tires originally on the truck at the time of manufacturer, as well as the fifth spare tire.

I look forward to hearing from you soon regarding this matter.

Sincerely,

cc. Radley Chevrolet  
3670 Jefferson Davis Highway  
Fredericksburg, VA 22408

Goodyear Tire & Rubber Co.  
1144 E. Market Street  
Akron, Ohio 44316

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation (NVS-211)  
400 7th Street, SW  
Washington, DC 20590



## Office of Defects Investigation

## Recalls - Search Results

Report Date : December 9, 2004 at 08:05 PM

SEARCH TYPE : TIRES

Brand Name : GOODYEAR

Tire Line : WRANGLER

Tire Size : UNK

Make : GOODYEAR

Model : WRANGLER

Build Dates : Information not Available

Manufacturer : GOODYEAR TIRE & RUBBER COMPANY

NHTSA CAMPAIGN ID Number : 02X001000

Recall Date : JAN 28, 2002

Component: TIRES:TREAD/BELT

Potential Number Of Units Affected : N/A

**Summary:**

THIS IS NOT A SAFETY RECALL IN ACCORDANCE WITH THE SAFETY ACT. HOWEVER, IT IS DEEMED A SAFETY IMPROVEMENT CAMPAIGN BY THE AGENCY.

**Consequence:**

IF A TIRE ON SUCH A VAN WERE TO EXPERIENCE A TREAD SEPARATION, THERE IS A POSSIBILITY FOR LOSS OF CONTROL AND A CRASH.

**Remedy:**

GOODYEAR WILL NOTIFY ITS CUSTOMERS AND REPLACE FOR FREE ITS EARLIER DESIGN LT245/75R16 LOAD RANGE E TIRES WITH ITS LATEST DESIGN, GOODYEAR BRAND LOAD RANGE E TIRES (WITH 6 PLYS). THE SIDEWALL STAMPING READS, "TREAD 4 PLYS (2 POLYESTER CORD + 2 STEEL CORD)." THIS REPLACEMENT PROGRAM IS LIMITED TO TIRES INSTALLED ON 15-PASSENGER VANS (WITH OR WITHOUT THE FIFTH ROW SEAT.) EQUIPMENT DESCRIPTION: GOODYEAR CERTAIN 1991 THROUGH 2002 FORD EXPLORER CERTAIN 2001 THROUGH 2002 EXPLORER SPORT, AND SPORT TRAC CERTAIN 1997 THROUGH 2002 MERCURY MOUNTAINEER CERTAIN 1991 THROUGH 2001 RANGER CERTAIN 1999 THROUGH 2001 EXPEDITION CERTAIN 1991 THROUGH 1994, AND 1997 MODEL YEAR F-SERIES CERTAIN 1991 THROUGH 1994 BRONCO NOTE: BOTH ORIGINAL EQUIPMENT AND REPLACEMENT TIRES ARE AFFECTED. IN ADDITION, SOME OF THE PRE-1992 MODELS OF THE ELIGIBLE 15-PASSENGER VANS MAY HAVE BEEN ORIGINALLY EQUIPPED WITH LT23585R16 LRE TIRES. OWNERS OF THESE VANS ARE ALSO ELIGIBLE FOR FREE GOODYEAR BRAND REPLACEMENT TIRES WITH THE LATEST DESIGN. OWNER NOTIFICATION IS EXPECTED TO BEGIN IN FEB/MARCH 2002. OWNERS WHO TAKE THEIR VEHICLES TO AN AUTHORIZED DEALER ON AN AGREED UPON SERVICE DATE AND DO NOT RECEIVE THE FREE REMEDY WITHIN A REASONABLE TIME SHOULD CONTACT GOODYEAR CUSTOMER SERVICE AT 1-866-797-8977.

**Notes:**

ALSO, CUSTOMERS CAN CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-888-DASH-2-DOT (1-888-327-4236).