

July 5, 2007

2007 JUL 12 PM 12:45

Dallas, Texas

Customer Assistance Center D/728
Eagle RSA Customer Satisfaction Program
1144 East Market St.
Akron, Oh. 44316

Dear Goodyear Tire & Rubber Co.

I am in receipt of your letter dated June 15, 2007.

Let me first state that I appreciate the information in that letter as I am the original owner of a 2004 Maxima SE.

I first learned of my tire problem when I had my car at Bankston Nissan on April 23rd for service and a 100-point inspection. I was informed by my Service Representative that all four of my tires had sidewall cracks on the inside of each tire. I then spoke with the Service Director, Mr. Stephen Rand, who said he has been aware of this problem on the Maxima SE models equipped with the original equipment Goodyear RSA tire. He offered to

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contact the Dallas Goodyear representative to find out if there was an adjustment that Nissan could make. I was advised by Bankston that my tires were "on accident ready to happen" and to drive cautiously until the problem could be resolved.

I advised my wife not to drive the car and I used it sparingly in local short driving only.

In the next 10-days, I contacted Mr. Rand on three occasions and he informed me that Goodyear had not returned any of his calls.

I went to the local yellow pages under "Goodyear tires" and contacted your authorized dealer Discount Tire. They informed me they were unaware of any problems with that tire, but if I brought in the car for inspection they would check the cracking condition for possible adjustment.

I immediately went to their store closest to my home. The Manager,

Mr. Williams, verified the cracking condition on all four tires as first noted by Bankston Nissan. Mr. Williams contacted someone in Goodyear who authorized the adjustment as noted in my attached receipt. I asked Mr. Williams if Goodyear had solved this problem and he stated neither ~~he~~ he nor Goodyear had any such answers to my question. I, therefore, had no choice but to select a different brand of tire for replacement to avoid further safety issues.

I am very upset that it took Goodyear so long to recognize this problem. My car had less than 20,000 miles on it and was less than three years old. This problem certainly did not just suddenly appear.

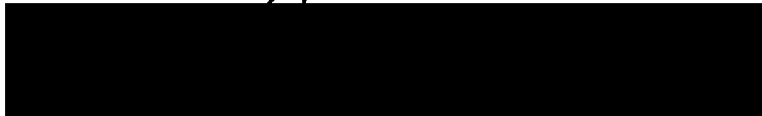
I am further disturbed that your letter states this is a cosmetic problem and not safety related. After my personal inspection of the tires when they were taken off my car, I was astonished that the cracks were wide enough to insert a coin

in some of them. I simply cannot imagine anyone driving a car on these speed rated "V" tires at highway speeds.

What has happened to the highly respected products from Goodyear in years past? Most of all, the lack of communication to your Dealers and the public, when problems occur, is irresponsible.

I expect a full refund as per your letter and my attached receipt.

Sincerely,



cc: Administrator
NHTSA

400 Seventh St., S.W.

Washington, D.C. 20590

The Goodyear Tire & Rubber Company

Akron, Ohio 44316-0001

2004 Nissan Maxima Customer Satisfaction Program Handling Allowance Reimbursement Form

[REDACTED]
DALLAS TX [REDACTED]

2004 Nissan Maxima
VIN - Number - 1N4BA41E34C [REDACTED]

IMPORTANT: PLEASE MAKE CERTAIN YOU READ THE ATTACHED DOCUMENTATION REGARDING THIS CUSTOMER SATISFACTION PROGRAM.

THE RETAILER PERFORMING THE INSPECTION OR REPLACEMENT OF YOUR TIRES WILL NEED THIS FORM TO COMPLETE THE TRANSACTION. PLEASE MAKE CERTAIN YOU HAVE IT WITH YOU WHEN YOU ARRIVE FOR YOUR APPOINTMENT.

Claim Information - Retailer's Use Only

Account / Non-Sig Number _____

Outlet Name _____

Individual Contact Name _____

Number of Tires Inspected _____

Adjustment Claim Number (If Tires Were Replaced) _____

Note: My tires were replaced on May 4, 2007 before this form was received on June 23, 2007 by Discount Tire. (Invoice attached)

[REDACTED]

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