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July 16, 2007

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Goodyear Tire & Rubber Company
Customer Assistance Center D/728
Eagle RSA Customer Satisfaction Program
1144 East Market Street
Akron, OH 44316

[REDACTED]
[REDACTED]
Fort Collins, CO [REDACTED]

2004 Nissan Maxima
VIN - Number - 1N4BA41E64C [REDACTED]

Customer Assistance Center,

I am glad to see this customer satisfaction program. In September of 2006 the sidewall of one of your tires blew out on me when I exited the highway. Thank God I was already in the highway exit when it happened. It was midnight (pitch black on the shoulder of the exit ramp) so when I put my hand on the tire to asses its condition I was shocked that my entire hand went through the sidewall. In the light of the next day I inspected my other tires and found cracks in the sidewalls. For some reason (youthful inexperience, perhaps) I did not complain to you at Goodyear or the National Highway Traffic Safety Administration, but I now wish I would have. You say the cracks in the sidewalls of these tires are purely cosmetic and not a safety concern. I both doubt that and hope you are right.

Obviously I replaced all 4 tires before driving the vehicle again. I did not consider replacing with Goodyear tires due to the way your tire failed. Refunding me the cost of the tires I purchased, their shipping and mounting, will improve the way I feel about Goodyear as a company.

Regards,

[REDACTED]
[REDACTED]

CC: National Highway Traffic Safety Administration

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CC