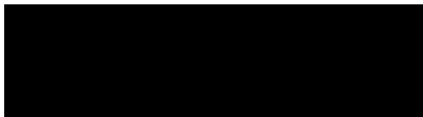


CL-10202664-6501 NVC-200

NAR



Kansas City, MO



2007 SEP -5 AM 9:10

2007-09-05 09:10

August 24, 2007

Customer Assistance Center D/728
Eagle RSA Customer Satisfaction Program
1144 East Market Street
Akron, OH 44316

Administrator, NHTSA
400 Seventh Street, S.W.
Washington, D.C. 20590

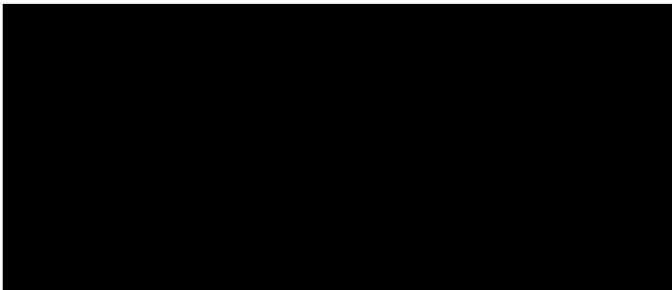
Re: Goodyear Tire Customer Satisfaction Program

On April 29 of this year the driver side rear original tire on my 2004 Nissan Maxima failed causing me to swerve into a guardrail on the highway. A & B Carstar body shop repaired the damage and replaced the tire with another Eagle RSA and advised me they believed I had several defective tires as reported in their enclosed letter.

After A & B completed the repair I took the car to the Goodyear Barry Road Service Center at 8315 N. Congress Ave., Kansas City, MO. I requested they inspect the remaining tires' sidewall cracks, believing them to be defective. The counter personnel stated that sidewall cracks could only be due to improper inflation and not manufacturing defects. They offered to sell me new tires and would keep the old ones for someone to look at at a later date for possible, but unlikely, adjustment based on tread depth.

I chose not to purchase tires from the Goodyear Center as they offered doubtful hope that I would receive even a partial adjustment at a later date. I then purchased two other brand tires from Tire Rack and had them installed by Mike's Service Center, receipts enclosed.

My out-of-pocket expense has been \$767.75 (A & B Carstar), \$290.36 (Tire Rack), and \$33.00 (Mike's Service Center) for a total of \$1091.11.



NAR
9/5/07
CC

We replaced the left rear Goodyear Eagle tire of [REDACTED] car because of a blow out due to cracks in the sidewall, which caused \$1881.54 worth of damages to his car. When we had the car up on the rack to replace the tire we noticed that all the rest of the tires had cracks also. At that time I called [REDACTED] in to look at the tires so that he was aware of the cracks on the sidewalls and let him know that he needed to get them replaced immediately for safety reasons. As proof to replacement of the left rear tire, please see attached work order.

Thank you,

Missy Belobriadie

CARSTAR, A & B Riverside

2250 N.W. Vivion Road
Kansas City, MO 64150

★ 816.741.6966 PH 816.741.2069 FAX

THE ATTACHMENTS TO THIS
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).