



CL-102192149-4674

2008 FEB 20 AM 9:11

OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS

Lisa Madigan
ATTORNEY GENERAL

January 31, 2008

Goodyear Tire & Rubber Co
1144 East Market Street
Akron, OH 44316

Re: [REDACTED]
File No:

Dear Sir/Madam:

The Consumer Protection Division, of the Office of the Attorney General received a consumer complaint involving your business. We have enclosed a copy of the complaint for your examination.

We would appreciate your review and response to the complaint, as well as any suggestions for a potential resolution. Please include copies of any substantiating documents which relate to this complaint with your response. If the matter has been resolved, we would appreciate knowing it.

Please provide a response within ten days. All communications must be in writing. Direct all correspondence to Consumer Protection Division, Office of Attorney General, 500 South Second Street, Springfield, IL 62706. Refer to the above mentioned file on all correspondence.

Sincerely,

ATTORNEY GENERAL
State of Illinois

Sally Boyle

Sally Boyle
Citizen's Advocate
Consumer Protection Division
(217)782-9243

enclosure

cc: National Highway Traffic & Safety Commission ✓

ET
2/20/08
KB

[REDACTED]
Springfield, Illinois [REDACTED]

January 22, 2008

Attorney General Lisa Madigan
500 S. Second Street
Springfield, Illinois 62701

Attorney General Madigan:

I am requesting some assistance with a claim against a manufacturer. I received notification from Goodyear Tire, copy attached, postmarked June 26, 2007, about a potential problem with the tires on a Nissan Maxima. It identified the problem as sidewall cracking.

I own a 2004 Nissan Maxima on which I have had tire problems that occurred in 2006 a year before I received the notice. I was told by the tire dealership that I had tire problems, mentioning wear and cracking. Therefore, I bought new tires, copy of receipt enclosed.

Therefore, I submitted a claim to Goodyear on June 28, 2007, as directed in their letter. I received a denial of this request on August 17, 2007. The denial stated that Goodyear needed proof of cracking and my receipt did not include this information. In response, I called and stated that the dealership did not include any reason for the purchase of new tires, and at the time in 2006 saw no reason to do so. Now a year later they obviously cannot remember the specifics of this tire purchase. I was promised a review of this claim and a response. Following several additional requests on my part, finally today January 22, 2008 I heard from Goodyear that they did not have the proof they needed and therefore were denying the claim. This is just where I started several months ago.

This has been a frustrating experience. I understand that the tires had 45,000 miles on them at the time I replaced them, but believe I should be able to expect more than that. I believe that there was a manufacturer's problem with the tires. I would have been very happy with some sort of pro-rated reimbursement for this early purchase of new tires.

Goodyear's information also directed me to the National Highway Traffic Safety Administration, who suggested I contact you. If you can assist in any way with this frustrating situation, I would appreciate it.

I may be contacted at the above address, via phone at [REDACTED] or by e-mail at [REDACTED]. Thank you.

Sincerely,
[REDACTED]

The Goodyear Tire & Rubber Company

Akron, Ohio 44316 - 0001

August 17, 2007

[REDACTED]
Springfield, IL [REDACTED]

Thank you for contacting the Goodyear Tire & Rubber Company regarding your 2004 Nissan Maxima, fitted with "V" rated Goodyear Eagle RS-A, P245/45R18 tires. We regret to inform you that based on the information submitted you have not shown proof that your Goodyear Eagle RS-A, P245/45R18 tires were adjusted for sidewall cracking.

As described in the Customer Satisfaction letter sent to you, reimbursement under this program requires an original paid receipt showing proof of purchase with sidewall cracking as reason for replacement.

Sincerely,

The Goodyear Tire & Rubber Company

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).