

██████████
 Jacksonville FL ██████████

2008 AUG 26 PM 2:29

AUG 25 A 3

Mr. H. Lee Scott Jr.
 President, CEO and Director
 Wal-Mart
 702 SW 8th St.
 Bentonville, AR 72716

CL-10235428-7944

Mr. Robert J. Keegan
 Chairman of the Board, CEO and President
 Goodyear
 1144 E. Market St.
 Akron, OH 44316-001

Dear Sir:

On December 2, 2007 I bought a Goodyear Viva 2 tire at Wal-Mart Store #10721830 US Hwy 82 West, Tifton, GA 31794-0000 due to having a flat tire on my 2005 Chrysler PT Cruiser. (copy of service order and receipt attached). Unfortunately I did not purchase the road hazard protection plan on this tire.

On December 11, 2007 I purchased three more Goodyear Viva 2 tires at Wal-mart Store #1444 9890 Hutchinson Park Dr Jacksonville FL 32211-0000. I did purchase the road hazard protection plan on these three tires. (copy of service order and receipt attached) *note mileage*

On July 22, 2008 the tire I purchased at the Wal-Mart store in Tifton, GA had a blow-out at almost the exact same place as the failure of the original tire at oddly enough almost the exact time of day (see service order and receipt attached). Since I had not purchased the road hazard plan on the tire purchased on December 2, 2007, I had to purchase a new tire. I sent emails to Wal-mart and Goodyear customer service and neither company would do anything to compensate me for my loss. The new tire plus road hazard, etc was #88.68.

I have filed a complaint with the NHTSA file # 10235428. Attached is a copy of the complaint and other complaints received from consumers reference the VIVA 2 tire.

AA
 2:30
 8/24/08
 NJ

I have since replaced all four tires on my vehicle with Michelin tires as I do not trust Wal-mart nor Goodyear tires. I even had one of your service managers at Wal-Mart state "I don't know why we are still selling these tires as many problems as we have had with them. " Sorry but this was too little too late for me.

To resolve the problem, I would appreciate your reimbursing me the entire purchase of the VIVA 2 tires (the originals and replacements) for a total of \$395.61. See amounts on copies of service orders attached.

I look forward to your reply and a resolution to my problem and will wait for no later than 30 days before seeking help from a consumer protection agency or the Better Business Bureau. Please contact me at the above address or by phone at [REDACTED].

Sincerely,

[REDACTED]

Enclosure(s)

→ Cc: NHTSA Headquarters
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

STORE# 1072
 1830 US HWY 82 WEST
 TIFTON, GA 31794-0000 US
 (229)386-0263

Service Order:



485700 55967

See cashier for goodyear registration card or visit
 www.goodyear.com to register your tires

DATE 12-02-2007	NAME [REDACTED]	JACKSONVILLE, FL	PHONE # [REDACTED]
YEAR 2005	MAKE CHRYSLER	MODEL PT CRUISER	COLOR Dark Blue
LICENSE [REDACTED]	ODOMETER 31291	CUSTOMER ARRIVAL TIME 2007-12-02 12:39 PM	SERVICE COMPLETED TIME 2007-12-02 01:00 PM

Service Description	Service
NEW TIRE Whitewall - IN - Tire Pressure - CHECKED, Ft.0 R.35 - Valve Stem - Install - COMPLETE ROAD HAZARD REPL TIRE HAULER FEE - Dispose of Old Tire Accepted - COMPLETE	0.00
LUG TORQUE Driver Rear 90 FT-LB	0.00 1.50

Merchandise Description	Quantity	Unit Price	Merchandise
P195/65R15BW VIVA 2	1	55.00	55.00
VALVE STEM TR-414	1	1.75	1.75

I do agree and fully understand that my motor vehicle had a low oil level when I brought it to Wal-Mart for an oil change. This was pointed out to me, that I willingly requested Wal-Mart to change the oil. I will not hold Wal-Mart responsible for any damage to my motor vehicle by the low oil level.

Customer Comments	Total (Excluding Tax)	58.25
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Technician Comments
FQCB WILL

DISCLAIMER
 I hereby authorize the stated repair work to be done along with the necessary material, and hereby grant Wal-Mart permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.
WAL-MART IS NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND WAL-MART'S CONTROL.

[REDACTED SIGNATURE] 12-02-2007
 CUSTOMER SIGNATURE DATE

SIGNED

DATE

QUALITY CONTROL TECH: EDDIE 4413
 SERV WRTR/GREETER: REBECCA 4978
 TIRE TECHNICIAN: RICHARD 6729

HAVE YOUR LUG NUTS RETORQUED AFTER THE FIRST 50 MILES.



STORE# 1072
 1830 US HWY 82 WEST
 TIFTON, GA 31794-0000 US
 (229)386-0263

Service Order:



485700 04759

See cashier for goodyear registration card or visit
 www.goodyear.com to register your tires

DATE 07-22-2008	NAME [REDACTED]	JACKSONVILLE, FL	PHONE # [REDACTED]
YEAR 2005	MAKE CHRYSLER	MODEL PT CRUISER	COLOR Dark Blue
LICENSE [REDACTED]	ODOMETER 37227	CUSTOMER ARRIVAL TIME 2008-07-22 12:43 PM	SERVICE COMPLETED TIME 2008-07-22 01:04 PM

Service Description	Service
NEW TIRE Whitewall - IN - Tire Pressure - CHECKED, Ft.35 R.0 - Valve Stem - Install - COMPLETE ROAD HAZARD REPL ONE-TIME BALANCE - Balance (Required) - COMPLETE TIRE HAULER FEE - Dispose of Old Tire Accepted - COMPLETE	0.00 0.00 5.00 1.50
LUG TORQUE Passenger Front 90 FT-LB TREAD DEPTH Passenger Front - 0/32	

Merchandise Description	Quantity	Unit Price	Merchandise
P195/65R15BW V	1	65.00	65.00
VALVE STEM TR-414	1	1.75	1.75
Total (Excluding Tax)			73.25

Customer Comments: [REDACTED]

Technician Comments: 3RD.QC.BY.DENNIS

DISCLAIMER
 I hereby authorize the stated repair work to be done along with the necessary material, and hereby grant Wal-Mart permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Wal-Mart is not responsible for loss or damage to vehicle or articles left in vehicles in case of fire, theft or any other cause beyond Wal-Mart's control. I understand Wal-Mart did not inspect my tires for safety. Wal-Mart only:
 (1) Visually reviewed the tires for conditions obvious to the naked eye and in plain sight; (2) Measured tread depth in only one place on each tire with a device that provides no exact measurement; and (3) Checked and adjusted (if necessary) air pressure. The tread depth may not be the same at all places on a tire. Driving conditions will affect the safety and performance of my tires.

07-22-2008

CUSTOMER SIGNATURE _____ DATE _____

I do agree and fully understand that my motor vehicle had a low oil level when I brought it to Wal-Mart for an oil change. This was pointed out to me, that I willingly requested Wal-Mart to change the oil. I will not hold Wal-Mart responsible for any damage to my motor vehicle by the low oil level.

SIGNED _____

DATE _____

QUALITY CONTROL TECH: DONNELL 71
 SERV WRTR/GREETER: RANDALL 4502
 TIRE TECHNICIAN: WILLIE 6965

HAVE YOUR LUG NUTS RETORQUED AFTER THE FIRST 50 MILES.

Save money. Live better.

SUPERCENTER
WE SELL FOR LESS
MANAGER ALONZO MCCAULEY
(229) 386 - 0263
TIFTON, GA.

ST# 1072, OP# 00004024, TE# 95, TR# 08977
TLE ITEMS FOLLOW
ORDER NUMBER 0048570004759
P195/65R15 069766205158 55.00 X
STATE FEE 060538850389 1.00 I
TR-414 007874231025 1.75 X
TIRE BALANCE 068113143632 5.00 N
TIRE FEE 000003700848 1.50 O
TLE ITEMS COMPLETE
SUBTOTAL 63.22
ROAD HZ WARR 068113112926 2.00 X
SUBTOTAL 65.22
TAX 1 7.000 % 4.57
TOTAL 69.79
DEBIT TEND 69.79
CHANGE DUE 0.00

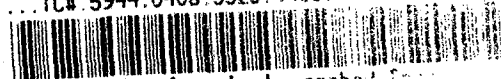
EFT DEBIT PAY FROM PRIMARY
ACCOUNT 3441

88.68 TOTAL PURCHASE
REF # 820400684491
NETWORK ID 0067 APPR CODE 710950
07/22/08 13:10:52

DUPLICATE RECEIPT

ITEMS SOLD 6

TC# 5944.0408.3323.4468.7140



Economic stimulus checks cashed free.
Keep all of your money. We can help.
07/22/08 13:10:36

WAL*MART
WE SELL FOR LESS
MANAGER SEDRICK UTLEY
(904) 721 - 4941

ST# 1444, OP# 00000800, TE# 95, TR# 08977
TLE ITEMS FOLLOW

ORDER NUMBER 0048570083818
VIVA2 TIRE 069766205158 55.00 X
STATE FEE 060538850389 1.00 I
VIVA2 TIRE 069766205158 55.00 X
STATE FEE 060538850389 1.00 I
VIVA2 TIRE 069766205158 55.00 X
STATE FEE 060538850389 1.00 I
TR-414 007874231025 1.75 X
TR-414 007874231025 1.75 X
TR-414 007874231025 1.75 X
ROADHAZARD 060538898913 9.76 X
ROADHAZARD 060538898913 9.76 X
ROADHAZARD 060538898913 9.76 X
LIFE WHL BAL 007874224343 7.50 N
LIFE WHL BAL 007874224343 7.50 N
LIFE WHL BAL 007874224343 7.50 N
TIRE FEE 000003700848 1.50 O
TIRE FEE 000003700848 1.50 O
TIRE FEE 000003700848 1.50 O

TLE ITEMS COMPLETE

SUBTOTAL 229.53
TAX 1 7.000 % 14.18
TOTAL 243.71
ECA CHECK TEND 243.71
CHANGE DUE 0.00

When you provide a check as payment, you authorize us to use information from your check to process a one-time Electronic Funds Transfer (EFT) or draft drawn from your account, or process the payment as a check transaction. You also authorize us to process credit adjustments, if applicable.

If your payment is returned unpaid, you authorize us to collect your payment and the Return Fee amount below by EFT(s) or draft(s) from your account. If you are presenting a corporate check, you make these representations as an authorized corporate representative and agree that the corporation will be bound by the NACHA rules. Call 888-905-3388 with any questions.

RETURN FEE AMOUNT 25.00

ITEMS SOLD 18

TC# 9266 8328 1701 8258 2657 8



Buy any electronics today?
Rate them at Walmart.com/ratings.
12/11/07 14:40:57

WAL*MART

Save money. Live better.

SUPERCENTER
WE SELL FOR LESS
MANAGER ALONZO MCCAULEY
(229) 386 - 0263
TIFTON, GA.

ST# 1072, OP# 00003287, TE# 90, TR# 01488
TLE ITEMS FOLLOW

ORDER NUMBER 0048570055967
VIVA2 TIRE 069766205158 55.00 X
STATE FEE 060538850389 1.00 I
TR-414 007874231025 1.75 X
TIRE FEE 000003700848 1.50 O
TLE ITEMS COMPLETE

SUBTOTAL 59.25
TAX 1 4.000 % 2.27
TOTAL 61.52
DISCV TEND 63.22

DUPLICATE RECEIPT

ITEMS SOLD 4

TC# 4884.0459.5123.6363.0150



Secret specials? Text SAVE to 96278.
SMS and messaging rates apply.
07/22/08 13:01:49

CUSTOMER COPY***



OFFICE OF DEFECTS INVESTIGATION (ODI)

Complaints - Search Results

2 Record(s) Displayed.

Report Date : August 11, 2008 at 05:19 PM

ODI Numbers Searched : 10235428

Make : CHRYSLER

Model : PT CRUISER

Year : 2005

Manufacturer : CHRYSLER LLC

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10235428

Number of Deaths: 0

Date of Failure: July 22, 2008

VIN : 3C4FY48B75T...

Component: TIRES

Summary:

ON DECEMBER 2, 2007 MY RIGHT FRONT TIRE BLEW APART. AFTER GETTING TIRE CHANGED I WENT TO WALMART AND BOUGHT A NEW TIRE. ON JULY 22, 2008 THE SAME KIND OF TIRE AGAIN HAD A PROBLEM WITH A BELT DEFECT AND HAD TO BE REPLACED AGAIN. THE TIE IS A GOODYEAR VIVA 2 P195/65R15BW VIVA 2. FORTUNATELY I WAS ABLE TO DRIVE SAFELY TO A PLACE TO HAVE THE TIRE CHANGED BUT HAD TO BUY A NEW TIRE EACH TIME. *TR

Make : GOODYEAR

Model : VIVA

Year : All Years

Manufacturer : GOODYEAR TIRE & RUBBER COMPANY

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10235428

Number of Deaths: 0

Date of Failure: July 22, 2008

Component: TIRES

Summary:

ON DECEMBER 2, 2007 MY RIGHT FRONT TIRE BLEW APART. AFTER GETTING TIRE CHANGED I WENT TO WALMART AND BOUGHT A NEW TIRE. ON JULY 22, 2008 THE SAME KIND OF TIRE AGAIN HAD A PROBLEM WITH A BELT DEFECT AND HAD TO BE REPLACED AGAIN. THE TIE IS A GOODYEAR VIVA 2 P195/65R15BW VIVA 2. FORTUNATELY I WAS ABLE TO DRIVE SAFELY TO A PLACE TO HAVE THE TIRE CHANGED BUT HAD TO BUY A NEW TIRE EACH TIME. *TR

Component: TIRES**Summary:**

THIS COMPLAINT IS IN REGARDS TO THE GOODYEAR VIVA 2 TIRES SOLD AT WALMART. I HAD PURCHASED TWO TIRES IN AUGUST OF 2005. WHEN I WAS FIRST SOLD THESE TIRES I ASKED THE ASSOCIATE SELLING THE TIRES IF THESE TIRES WERE APPROVED FOR ALL SEASON DRIVING. THE ASSOCIATE ASSURED ME THEY WERE. I WAS DRIVING IN MY CAR YESTERDAY I SLID ON A PIECE OF ICE AND HAD NO TRACTION. IF I WAS NOT AN EXPERIENCED WINTER DRIVER I WOULD HAVE LOST CONTROL OF MY CAR AND WRECKED IT. I WOULD LIKE TO SEE THE COMPANY STOP ADVERTISING THESE TIRES AS ALL SEASON TIRES ,BECAUSE THEY ARE NOT GOOD FOR WINTER ICE CONDITIONS. *JB

Make : GOODYEAR**Model : VIVA****Year : All Years****Manufacturer : GOODYEAR TIRE & RUBBER COMPANY****Crash : Yes****Fire : No****Number of Injuries: 0****ODI ID Number : 10098051****Number of Deaths: 0****Date of Failure: October 23, 2004****Component: TIRES****Summary:**

WALMART BRAND - GOODYEAR VIVA TOURING TIRES - DUAL TIRE FAILURE - HIGH SPEED. *JB

Make : GOODYEAR**Model : VIVA****Year : All Years****Manufacturer : GOODYEAR TIRE & RUBBER COMPANY****Crash : No****Fire : No****Number of Injuries: 0****ODI ID Number : 554226****Number of Deaths: 0****Date of Failure: November 1, 1999****Component: TIRES****Summary:**

GOODYEAR VIVA TIRE (1) FLATTENED ON HIGHWAY ENTRY RAMP . 3 TIRES FAILED DUE TO BELT SLIPPAGE WERE REPLACED BUT FAILED AGAIN (175X80X13). NLM