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Oct. 22. 2009

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CL-10290689-2357

Long Beach, CA

EXECUTIVE SECRETARIAT

File # 1076102

2009 OCT 29 A 11: 30

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

RECEIVED - NHTSA

I have a matter of concern regarding my Goodyear Fortera Silent Armour Tires. On October 16, while my 2002 Trailblazer was being driven on the freeway, in the slow lane at 45 to 50 mph, the passenger side front tire went flat. The vehicle was moved to the shoulder within seconds. A tow truck was called to change the tire. The driver of the tow truck mentioned that he had never seen a tire with the sidewall blown out like mine was. The spare was put on.

I drove my truck to Just Tires in Torrance, Ca where I had purchased my tires and kept regular rotation done. The employees there even mentioned that they had never seen that type of sidewall separation. The tire was removed from the rim and there was no explanation for the sidewall separation. I was very worried about the safety and reliability of the other 3 tires. I often drive my grandchildren in this vehicle. I asked the manager at Just Tires to hold on to my tire until I could contact Goodyear the following Monday.

Monday morning October 19, I called the customer service number and spoke to a very rude representative by the name of Mary. She informed me that there were no issues or recalls with these tires and insinuated that I may have hit something against the sidewall. (The sidewall that separated was facing the inside). She said that Goodyear would contact the tire store the next morning concerning having the other tires inspected.

Tuesday, October 20, I checked with the tire store. They had not heard from Goodyear, so I called customer service again and spoke to a very polite lady named Jennifer. She called Just Tires while I was on hold and arranged to have my other tires inspected.

Wednesday, October 21, my other tires were inspected. They were found to all look fine, but, again, I feared for the safety of myself and my passengers and elected to have them replaced. I was given a pro-rated price for 3 of the tires. The original tire with the separated sidewall was replaced using the warranty that I had purchased, not by Goodyear.

My concern is that I felt forced to replace 3 apparently good tires with new ones, due to my fear of those tire sidewalls separating for no apparent reason. Yes, I did get the pro-rated price, but I wasn't really prepared for that expenditure at this time and I was told that the pro-rating was only good on tires by the same manufacturer. I chose a different generation of Fortera since I was afraid to use the same type that I had before.

I don't feel that Goodyear was concerned enough about this tire separation issue.

Sincerely,

[Redacted signature]

p.s. I would like to mention that Kevork Ajamian (Kevin), the manager of Just Tires, was kind, patient and very helpful with to me concerning this matter. His store has excellent customer service and I am very satisfied with Just Tires.

cc: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Highway Ave. SE, Washington, DC 20590
cc: Just tires 3136 Sepulveda Blvd, Torrance, CA 90505
cc: Just Tire Headquarters, 9246 Waukegan Rd, Morton Grove, Illinois 60053

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