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10 May 2010

The Goodyear Tire & Rubber Company  
1144 East Market Street  
Akron, Ohio 44316-0001

Attention: Customer Service / Kimberly Roy / File No.1046614 (Prior Claim)

Dear Kimberly:

We have attached copies of last year's correspondence for background on our problem. You were somewhat helpful last year (\$181.29 rebate) and this was appreciated. However the issue has become far more serious, with potentially tragic consequences for us and other RV owners.

On Friday 7 May, my wife and I were returning from a week-long vacation in the Smoky Mountains on I-75 just south of Atlanta, driving our 2006 National Surfside RV (approximately 14,000 mileage) when we suffered a near catastrophic sidewall blowout on the driver's front tire of our RV. This occurred during extremely heavy Mother's day weekend traffic and nearly caused a massive wreck on this Atlanta highway. Then after about four hours waiting for a tow vehicle and having the spare tire mounted (\$56.50), we again departed for home in Tampa. Then the passenger front tire had a similar sidewall blowout about thirty miles down the road, and we were able to just make it off the interstate into the Super 8 motel parking lot in Forsyth, GA. The hubcap was damaged and we had some paint damage to our outside wheel well. We were forced to spend the night in the motel. Then after a half day searching for a new tire-on a holiday weekend-Roy's Tire Service located a tire and mounted it on the RV (\$532.00).

By some miracle, no one was injured during these two instances (other than the sheer terror of it all). However, I'm sure you can imagine the deadly consequences if either of the front blowouts had occurred while we were still in the mountains.

As stated in our previous letter, I am almost fanatical in my vehicle maintenance, loading limits, tire pressure checks, covered RV port/tire covers, safe driving habits. These facts are reflected in our Vehicle Maintenance Log. This is due to my thirty-three years of police experience, especially in accident investigation.

Unfortunately at this point, we do not feel that any rational person will believe that these three blowouts (inside sidewalls) in less than a 12 month span were caused by anything other than a defective batch of tires that were original equipment on our new RV four years ago. This is unacceptable by every standard, and we have conferred with our family attorney about this problem. It is especially alarming, in that we have observed that our two new Goodyear replacement tires (same exact tire as the originals) have a different higher suggested tire pressure stamped on the tires than the originals (95 psi vs. 85 psi). This is inherently dangerous as we received no warning about this critical safety change, and this issue was ignored in your letter last year (June 18, 2009)

Further, our internet search has revealed that your company has had related problems with RV tires similar to our own (G670 RV Tires in our size, G159 tire issues, Marathon

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tires and others). Because we no longer have confidence in this series of tire, we are asking that you immediately remedy our situation by installing (or reimbursing costs to us) six new Bridgestone tires (at a higher load range "H" because we understand that you do not make our size in this higher load range), and reimbursing us for our related damages. We have attached a detailed list of our request and loss. Pictures and receipts are also attached. We fully expect that a company with Goodyear's standing and reputation will do the right thing in this matter and are looking forward to your early response.

Sincerely yours,

[Redacted Signature]

[Redacted Address]

Odessa, FL [Redacted]

*ASIAN of IN*

Attorney General of Florida  
BBB  
Lazydays RV Supercenter

479 402

**Request/Loss List**

1. Six Bridgestone Tires, installed/balanced/mounted; 245/70R195; LOAD RANGE-H--\$2,501.80.
2. RV Towing; Allstate RV Motor Club Membership—NO CHARGE.
3. Hinkle's Interstate Tire; Dismount/Balance/Mount Spare tire; Charge and tips due to after hours/call back staff-\$26.50 plus \$30.00 tips.
4. Roy's Tire Service-Svc Call-\$95.00; Locate/install new tire-\$437.00.
5. Super 8 Motel, Forsyth, GA-\$60.35.
6. Emergency conditions dinner/Forsyth--\$12.83; tip-\$2.17.
7. RV Hubcap--\$200.00.
8. Wheel well paint damage--\$150.00.
9. Right front electric leveling jack (damaged by second tire blowout)--\$250.
10. Right Front tire mud flap (destroyed by second blowout)--\$150.
11. Three Road Flares--\$20.00.
12. Siwik Family time /stress/ inconvenience--\$500.00.

**Total--\$4,435.65**

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21 May 2009

The Goodyear Tire & Rubber Company  
1144 East Market Street  
Akron, Ohio 44316-0001.

**Attention: Customer Service**

Ladies and Gentlemen:

We are writing you for assistance in adjusting a sidewall blowout that occurred on our 2006 National RV (purchased at Lazy Days in Tampa, FL) causing, us to lose approximately three hours on our trip. On Tuesday 12 May, 2009, we were traveling to Tybee Island, GA from our house in Crystal River FL, when our right rear inside Goodyear tire blew out through the sidewall. We were traveling approximately 57 mph on very good interstate I-95, in good weather. It took us several minutes to realize what had happened since there was no debris or obstructions in the road. We were able to make it to a nearby truck weighing station, where we identified the problem with the use of my tire gauge (indicating zero psi on that tire). At that point, we contacted Allstate Motor Club per our service agreement, and after some research, they responded that we would have to have our tire repaired or replaced at that location because no towing agency would tow our vehicle with a tandem rear wheel situation, because of possible further damage. They called TCI Tires out of Jacksonville who responded and after inspection replaced the tire at the cost of \$519.50 (copy attached).

We are requesting your help in adjusting this tire for the following reasons: The RV tire is only three years old with 11,312 miles (per our personal vehicle travel log-copies available on request); the vehicle was only moderately loaded with significant and even tread life remaining; and all tires are checked daily and logged by the owner.

We therefore feel that this sidewall failure was due primarily to a defective tire, and are requesting a cash adjustment in the amount \$300, as Allstate Motor Club is reimbursing a portion of the service call, but not tire costs.

The defective tire was a Goodyear Unisteel Radial Tubeless 245/70R195, Serial number T305033-GRW-93. Photos are attached. The tire is available for inspection.

We look forward to your assistance in this matter.

[Redacted]

[Redacted]

Odessa, FL [Redacted]

Cc: Lazydays RV SuperCenter



RICHARD CORDRAY  
OHIO ATTORNEY GENERAL

July 26, 2010

[REDACTED]  
Odessa, FL [REDACTED]

Re: Goodyear Tire/Rubber Co.

Dear [REDACTED]

The Ohio Attorney General's Office Consumer Protection Section has reviewed your complaint. Unfortunately, the concerns you have expressed do not fall under the Consumer Sales Practices Act, which this office is charged with enforcing. You may wish to contact the agency listed below for potential advice or assistance. We will forward your complaint to them.

U.S. Consumer Product Safety Commission  
4330 East West Highway  
Bethesda, MD 20814  
General Information: (301) 504-7923 M-F 8:00 am - 4:30 pm ET  
Fax: (301) 504-0124 and (301) 504-0025

Thank you for contacting The Ohio Attorney General's Office. I hope that in the future, should you need assistance; you will not hesitate to contact us.

Respectfully submitted,

RICHARD CORDRAY  
Attorney General of Ohio

Janet Hall  
Public Inquiries Assistant  
Attorney General's Help Center  
800-282-0515 (Toll Free)

Cc: Consumer Product Safety Commission

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OFFICE OF THE ATTORNEY GENERAL



BILL McCOLLUM  
ATTORNEY GENERAL  
STATE OF FLORIDA

Office of Citizen Services  
The Capitol  
Tallahassee, Florida 32399-1050

Telephone: (850) 414-3990  
Fax: (850) 410-1630

July 8, 2010

[REDACTED]  
Odessa, Florida [REDACTED]

Dear [REDACTED]

Florida Attorney General Bill McCollum received your correspondence regarding the Goodyear Tire & Rubber Company. Attorney General McCollum asked that I respond on his behalf. I am sorry for your difficulties.

We use complaints such as yours to develop information about patterns of questionable business activity which may indicate the need for formal investigation or action by our office to protect the broad public interest. I will retain your information in our consumer files. However, our office does not mediate individual consumer complaints. Florida law further precludes our office from providing opinions to private individuals or businesses.

I am also forwarding your correspondence to the Florida Department of Agriculture and Consumer Services (DACCS), Division of Consumer Services, which serves as the state's clearinghouse for consumer complaints. The DACCS has a voluntary mediation program to assist individual consumers. The phone number is (850) 488-2221 or toll-free within Florida (800) 435-7352. I am also enclosing a list of consumer organizations that may be helpful to you as you seek to resolve your individual complaint.

In addition, since the company appears to be located in the state of Ohio, I am forwarding a copy of your correspondence to the Ohio Attorney General's Office for review. The telephone number is (614) 466-4320.

Finally, Florida's Deceptive and Unfair Trade Practices Act provides individuals with a private remedy to bring an action for damages, attorney's fees and court costs. Please continue consulting a private attorney for any legal help you need. An attorney can provide the legal advice which our office is not permitted by law to give private

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individuals. The Florida Bar offers a Lawyer Referral Service toll-free at (800) 342-8060. If you cannot afford a private attorney, The Florida Bar can provide information on low cost or pro bono assistance through a local legal aid office.

I appreciate your interest in helping to control the spread of deceptive business practices. If you would like to keep current with news on Attorney General McCollum's efforts to fight fraud please visit our website and subscribe to the Attorney General's weekly and monthly electronic newsletters:

<http://myfloridalegal.com/NewsBrie.nsf/Subscriber>

Sincerely,



Frances Baker  
Office of Citizen Services

Enclosure

cc: Florida Department of Agriculture  
and Consumer Services  
2005 Apalachee Parkway  
Tallahassee, Florida 32399

Ohio Attorney General's Office  
State Office Tower  
30 East Broad Street, 17th Floor  
Columbus, Ohio 43215-3428