

MAR 1 7 2011

March 5, 2011

[REDACTED]  
Park Ridge, IL [REDACTED]

Dear Sirs:

I am contacting all the addressees on the attached Distribution List because of a serious situation I have encountered with Goodyear Wrangler tires. I purchased four 275/60R20 Wrangler (H.P. BSL) tires for my 2007 Chevy Suburban which originally had Bridgestone tires until I replaced them at 56,619 miles. The reason for the change was that the tires were getting to the end of their useful life, and one became damaged due to a road hazard.

The tires I purchased were completely serviceable take offs with the factory nibs and markings still on them (Date: 4-14-2010). Except for the fact that they were mounted on another vehicle before mine, they probably could have been sold as "new" to an unknowing customer. Andy and Acorn Tire in Hoffman Estates, IL represented them as what they were --TAKE OFFS with a discount for that reason. The problem that I have had with the tires has occurred in less than 12,000 miles of use. I have had 2 delaminated cord failures. These cord belting failures were not catastrophic, but could have been.

The first occurred the week of the Super Bowl (Miles: 66,945; Date: 2-6-2010). The tire looked like a porcupine with wires hanging out all over. It held air, but was totally distorted. As I was in the middle of a trip, and it was Sunday (Game Day for Wisconsin), I went to the only dealer I could find, the Delavan Wal-Mart tire shop. (They had a Goodyear Wrangler tire). Back on the road I took my damaged, removed, tire back to Acorn. I asked if there was a problem with Wrangler tires similar to what I had heard about in the past. Their answer was: none that they were notified of. During the last full week of February, again on a trip, I noticed the thump and loose handling of another delaminated tire cord (Miles: 68189; Date: 3-1-2010). This was the second problem on this set of four purchased tires I have encountered in one month's time. Again, I asked about any notice of recall or problem: None that we have been notified of! My confidence is shaken and I wonder if on the third time, I will not be as lucky as to not lose control of my vehicle. I have concerns that need answers to. See the questions, listed below.

1. Is there a problem with Goodyear Wrangler (275/60R20) as mentioned above?
2. What has to be done to start an incident report so as to protect the public from a possible, critical issue with these tires?
3. What will Goodyear do? I am concerned about safety, but this is also a problem of economics. Every 12,000 miles it is costing me hundreds of dollars in replacement costs, let alone wasting my time. I maintain my Suburban at Acorn Tire and at the GM Chevy dealer in Delavan, WI. The vibration has cost me more than my nerves.
4. What will the NHTSA do?

MC  
03/05/11  
BW

Andy and the guys at the local Acorn Tire have done what they can. I need answers from a higher, corporate level, as well as from the NHTSA. My family, as well as many other American families, run on Goodyear tires.

Copies of my service records for my vehicle are available if needed.



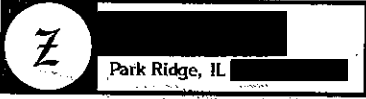
Distribution List

Mr. Rich Kramer  
Chairman, President and CEO  
The Goodyear Tire & Rubber Company  
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Akron, OH 44316-0001

Mr. Curt Anderson  
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The Goodyear Tire & Rubber Company  
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Acorn Tire Hoffman  
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Hoffman Estates, IL 60195  
Attn: Manager, Andy

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