

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [REDACTED]  
To: [EVOQ \(NHTSA\)](#); [REDACTED]  
Cc: [NHTSA ODI CRD](#); [REDACTED]  
Subject: ODI# 11422458  
Date: Tuesday, June 29, 2021 2:32:02 PM

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Subject: Complaint # 11422458

The Yokohama Standard Limited Warranty covers tires displaying a warrantable condition for 60 months from the date of tire purchase (proof required) or 72 months from the date manufacture (if no proof of purchase available), whichever comes first. This policy is not a warranty that your tire will not wear out, fail, or become unserviceable if neglected or mistreated.

If eligible for mileage warranty the mileage at time of original installation and proof of tire rotations are required. If not presented will not receive a mileage adjustment.

Please contact your dealer of purchase to address the mileage proration.

Sincerely,  
Consumer Affairs

We are not all pleased with the Geolander tire or the Yokohama Tire Co. It is clear that safety is not a concern of this company. We will never purchase or recommend any of your products. You should all be ashamed of yourselves for putting profit above safety. Your warranty is as useless as your tires. Thank God no one was hurt or killed because of your faulty tire. This could have been a lawsuit instead of just an attempt to have a faulty tire replaced.

The tread pattern was crooked & was literally tearing apart from the inside out. The warranty should always follow the product & not the person who owns the car. A tire should be able to handle more than 24,000 miles. Pitiful & woefully insufficient.

Incredibly Unhappy Former Customers,

[REDACTED]  
[REDACTED]  
[REDACTED]  
Clarkesville, Ga [REDACTED]  
Show quoted text

[REDACTED]  
[REDACTED]  
[REDACTED]

[REDACTED]  
Quality Control Analyst



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**Contracting Vehicles:** GSA FSS 70, GSA 8(a) STARS II, CIO SP3 (SB), Seaport-e, ITES-3S, RS3

**Certifications:** CMMI-DEV2; CMMI-SVC3; ISO20000; ISO9001; ISO27001

**Partnerships:** MS SILVER-Devices & Deployment; AWS Standard Consulting Partner; Blackberry Authorized Reseller Partner

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