

Holmdel, NJ

DEAR SIR/MADAM,

4-5-2023

RE: DOT # 11513677

CL-11513677-1000

ATTACHED PLEASE FIND INFO IN REGARDS TO THE ABOVE CASE NUMBER.

I WAS ADVISED TO SEND IN COPIES OF REPAIR/REPLACE GOODYEAR TIRES DATES MILEAGE.

9-27-2022 15,000 MILES ON GOODYEAR FORTERA 4 TIRES 245/70 17 108T H4VSBTL DOT # 3419 STOCK TIRES ON AUTO

10/03/2022. 15782 MILES ON NEW GOODYEAR FORTERA TIRES DOT # 3022 I PAID \$ 578.50 REPLACED STOCK TIRES

2/9/2023 NOTICED CRACKS ON 2ND SET OF GOODYEAR TIRE DOT # 3022 RESPONDED TO GOODYEAR EMONTOWN NJ SHOP WAS ADVISED AGAIN CONTACT GOODYEAR FOR ADJUSTMENT 2-28-2023 GOODYEAR ADVISED ME TO RETURN TO SHOP AND ORDER TIRES. NO CHARGE FOR MOUNTING, BALANCING.

3-6-2023 HAD SHOP INSTALL NEW COOPER DISCOVER^{DOT 4422} AT 346 MILEAGE 19212 TOTAL MILES ON 2ND SET OF GOODYEAR 3430 CRACKS. I PAID \$ 91.26 EXTRA DUE TO UP GRADED TIRE.

TOTAL COST TO REPLACE TIRES \$ 669.76 PLUS NUMEROUS TRIPS AND MILEAGE TO SHOP TOLLS, GAS, PHONE CALLS. I WOULD APPRECIATE AN INQUIRY IN REGARDS TO FAULTY GOODYEAR TIRES. THANK YOU

12

OVER - /

I BOUGHT THIS AUTO 2020 JEEP
GRAND CHEROKEE NEW MAY. 2020

VINHIC4RTFAG5 [REDACTED]

WORLD JEEP 681 SHREWSBURY AVE
SHREWSBURY NJ 07702

I ALSO MADE A COMPLAINT TO JEEP
CASE # [REDACTED] ABOUT POOR CHOICE
OF TIRES. 3/28/2023

Invoice

09/27/2022

Customer Info:

HOLMDEL, NJ

Primary Ph:

Customer #

Goodyear Auto Service Centers 0837

261 Hwy 35
Eatontown, NJ 07724-2158
732-542-6510

Federal Tax Id

Vehicle Info:

Year: 2020
Make: Jeep
Model: Grand Cherokee
Color:
License/State:
VIN: 1c4rfag5lc

Operator:

FIRST VISIT
TO SHOP

Odom I/O: 15000/15000
Vehicle In: 09/27 12:25 PM
Vehicle Out: 09/27 01:28 PM

PRODUCT	DESCRIPTION	QTY	PART	LABOR	TOTAL
046100000	MISCELLANEOUS SERVICE LABOR NOTE APPROVAL BY RAPHEAL CLAIM 181409 A811409 GOODYEAR WILL ADJUST TIRE TO 68.00 PER TIRE PLUS TAX AND INSTALL OF 40.00 PER TIRE	1.00	0.00	0.00	0.00
046100000	MISCELLANEOUS SERVICE LABOR TIRES HAD PREMATURE DRYROTT GOODYEAR WILLING TO ADJUST THE TIRES	1.00	0.00	0.00	0.00

Signature:	Parts Total*	0.00	State Tire Fee	0.00
	Labor Total	0.00	Sub Total	0.00
			Taxable Amount	0.00
			Sales Tax (6.625%)	0.00

Cash: 0.00	Check:	Credit:	Debit:	AR:	Corp Ref:	
<p>I HAD TO PAY \$61.00 x 4 TIRES MOUNT + BALANCE \$120.00 TAXS DISPOSABLE FEES 1ST TIME</p>						
					Cash - Amount Remitted	0.00
					Total Deposits on Order	0.00
					Invoice Total	0.00

Salesperson	Technician	Services
Shirley Valenti	Bryan Luckey	046100000

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- SEE REVERSE SIDE FOR IMPORTANT SAFETY WARNING AND WARRANTY INFORMATION

COOPER
DISCOVER
Goodyear
800-321-2136

Tread Depth L/F 8/32 R/F 8/32
Tread Depth L/R 9/32 R/R 9/32

Invoice

Goodyear
Auto Service Centers 0837

Operator: Jonathan Swersky

10/07/2022

261 Hwy 35
Eatontown, NJ 07724-2158
732-542-6510

2ND SET OF
GOODYEAR TIRES

Customer Info:

HOLMDEL, NJ

Primary Ph:

Customer #:

Federal Tax Id

Vehicle Info:

Year: 2020

Make: JEEP TRUCK

Model: GRAND CHEROKEE

Color:

License/State:

VIN: 1c4rjfg5lc

Odom I/O: 15782/15782

Vehicle In: 10/03 03:17 PM

Vehicle Out: 10/07 02:38 PM

PRODUCT	DESCRIPTION	QTY	PART	LABOR	TOTAL
TIRE ADJUSTMENT 8	GOODYR151056203 (1) 4b83jd1r3419	-1.00	151.00	0.00	-151.00
151056203	P245/70R17 108T SL FORTERA HL VSB TL (2) 14b83jd1r3022	1.00	202.00	0.00	202.00
044554000	TIRE INSTALL PACKAGE W/TPMS 3 OR LESS	1.00	12.00	18.00	30.00
21111	Myers 6-138 TPMS Service Kit	1.00			
071000000	SCRAP TIRE DISPOSAL AUTO	1.00	0.00	0.00	0.00
TIRE ADJUSTMENT 8	GOODYR151056203 (3) 4b83jd1r3419	-1.00	152.99	0.00	-152.99
151056203	P245/70R17 108T SL FORTERA HL VSB TL (4) 14b83jd1r3022	1.00	203.99	0.00	203.99
044554000	TIRE INSTALL PACKAGE W/TPMS 3 OR LESS	1.00	12.00	18.00	30.00
21111	Myers 6-138 TPMS Service Kit	1.00			
071000000	SCRAP TIRE DISPOSAL AUTO	1.00	0.00	0.00	0.00
TIRE ADJUSTMENT 8	GOODYR151056203 (5) 4b83jd1r3419	-1.00	152.99	0.00	-152.99
151056203	P245/70R17 108T SL FORTERA HL VSB TL (6) 14b83jd1r3022	1.00	203.99	0.00	203.99
044554000	TIRE INSTALL PACKAGE W/TPMS 3 OR LESS	1.00	12.00	18.00	30.00
21111	Myers 6-138 TPMS Service Kit	1.00			
071000000	SCRAP TIRE DISPOSAL AUTO	1.00	0.00	0.00	0.00
TIRE ADJUSTMENT 8	GOODYR151056203 (7) 4b83jd1r3419	-1.00	152.99	0.00	-152.99
151056203	P245/70R17 108T SL FORTERA HL VSB TL (8) 14b83jd1r3022	1.00	203.99	0.00	203.99
044554000	TIRE INSTALL PACKAGE W/TPMS 3 OR LESS	1.00	12.00	18.00	30.00
21111	Myers 6-138 TPMS Service Kit	1.00			
071000000	SCRAP TIRE DISPOSAL AUTO	1.00	0.00	0.00	0.00

Invoice

Goodyear
Auto Service Centers 0837

Operator: Jonathan Swersky

261 Hwy 35
Eatontown, NJ 07724-2158
732-542-6510
Federal Tax Id [REDACTED]

10/07/2022

078245000	3 YEAR ALIGNMENT PROGRAM - AUTO	1.00	0.00	199.00	199.00
078345000	3 YEAR ALIGN PRGM-AUTO NO CHRG ALIGN	1.00	0.00	0.00	0.00
	PREV ALIGN DATE				MILEAGE

Signature: [REDACTED]

Parts Total*	252.00	State Tire Fee	6.00
Labor Total	271.00	Sub Total	542.93
Shop Supplies	13.93	Taxable Amount	536.93
		Sales Tax (6.625%)	35.57

Cash: Check: Credit: 578.50 Debit: AR: Corp Ref:

Visa - Amount Remitted 578.50
Total Deposits on Order 0.00

Invoice Total 578.50

Salesperson	Technician	Services
Jonathan Swersky	Bryan Luckey	044554000, 071000000, 078245000, 078345000, 151056203, TIRE ADJUSTMENT08

* SHOP SUPPLY FEES COVER MISC MATERIALS USED IN SERVICING YOUR VEHICLE THAT DO NOT APPEAR ELSEWHERE ON THIS INVOICE AND FOR PROFIT

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MERCHANT# [REDACTED]
PAYMENT VALUE: \$578.50
TVR 0000000000
TSI
AID#: A0000000031010
APPL LABEL: VISA CREDIT
DATA SOURCE: Proximity
CARD#: Visa **** [REDACTED]

Signature: [REDACTED]

Tread Depth L/F 11/32 R/F 11/32
Tread Depth L/R 11/32 R/R 11/32

Customer Declined Recommendations listed below:

Goodyear

Auto Service Centers 0837

Operator: Jonathan Swersky

Invoice

261 Hwy 35
Eatontown, NJ 07724-2158
732-542-6510
Federal Tax ID [REDACTED]

3RD SET OF
TIRES

03/06/2023

Customer Info:

HOLMDEL, N

Primary Ph

Customer #:

Vehicle Info:

Year: 2020

Make: JEEP TRUCK

Model: GRAND CHEROKEE

Color:

License/State:

VIN: 1c4rjag51d

Odom I/O: 19212/19212

Vehicle In: 03/06 01:11 PM

Vehicle Out: 03/06 06:31 PM

PRODUCT	DESCRIPTION	QTY	PART	LABOR	TOTAL
046100000	MISCELLANEOUS SERVICE LABOR	1.00	0.00	0.00	0.00
	CHANGING 4 TIRES WITH PRODUCT ADJUSTMENT APPROVAL CODE A824458 202.00 PER TIRE FREE INSTALLATION COOPER DCISCOVER				
078345000	3 YEAR ALIGN PRGM-AUTO NO CHRG ALIGN	1.00	0.00	0.00	0.00
	PREVIOUS ALIGNMENT 10/7/22 MILEAGE 15782 PREV ALIGN DATE MILEAGE				
TIRE ADJUSTMENT0 8	GOODYR151056203 (1) 14b83jd1r3022	-1.00	202.00	0.00	-202.00
171041002	245/70R17 110T DISCOVERER AT3 4S (2) upnh1xf4422	1.00	221.99	0.00	221.99
044555000	TIRE INSTALLATION PACKAGE W/TPMS	1.00	0.00	0.00	0.00
	INCLUDES: MOUNTING & INSTALLATION, LIFETIME BALANCE, LIFETIME ROTATIONS, TPMS REBUILD KIT, & FREE ALIGNMENT CHECK.				
21060	Myers 6-207 TPMS Snap In	1.00			
TIRE ADJUSTMENT0 8	GOODYR151056203 (3) 14b83jd1r3022	-1.00	202.00	0.00	-202.00
171041002	245/70R17 110T DISCOVERER AT3 4S (4) upnh1xf4322	1.00	221.99	0.00	221.99
044555000	TIRE INSTALLATION PACKAGE W/TPMS	1.00	0.00	0.00	0.00
	INCLUDES: MOUNTING & INSTALLATION, LIFETIME BALANCE, LIFETIME ROTATIONS, TPMS REBUILD KIT, & FREE ALIGNMENT CHECK.				
21060	Myers 6-207 TPMS Snap In	1.00			
TIRE ADJUSTMENT0 8	GOODYR151056203 (5) 14b83jd1r3022	-1.00	202.00	0.00	-202.00
171041002	245/70R17 110T DISCOVERER AT3 4S (6) upnh1xf4422	1.00	221.99	0.00	221.99
044555000	TIRE INSTALLATION PACKAGE W/TPMS	1.00	0.00	0.00	0.00
	INCLUDES: MOUNTING & INSTALLATION, LIFETIME BALANCE, LIFETIME ROTATIONS, TPMS REBUILD KIT, & FREE ALIGNMENT CHECK.				
21060	Myers 6-207 TPMS Snap In	1.00			

Invoice

Goodyear
Auto Service Centers 0837

Operator: Jonathan Swersky

261 Hwy 35
Eatontown, NJ 07724-2158
732-542-6510
Federal Tax Id [REDACTED]

03/06/2023

TIRE	GOODYR151056203	-1.00	202.00	0.00	-202.00
ADJUSTMENT08	(7) 14b83jd1r3022				
171041002	245/70R17 110T DISCOVERER AT3 4S (8) upnh1xf4422	1.00	221.99	0.00	221.99
044555000	TIRE INSTALLATION PACKAGE W/TPMS	1.00	0.00	0.00	0.00
	INCLUDES: MOUNTING & INSTALLATION, LIFETIME BALANCE, LIFETIME ROTATIONS, TPMS REBUILD KIT, & FREE ALIGNMENT CHECK.				
21060	Myers 6-207 TPMS Snap In	1.00			

Signature: [REDACTED]

Parts Total*	79.96	State Tire Fee	6.00
Labor Total	0.00	Sub Total	85.96
		Taxable Amount	79.96
		Sales Tax (6.625%)	5.30

Cash: Check: Credit: 91.26 Debit: AR: Corp Ref:

Visa - Amount Remitted	91.26
Total Deposits on Order	0.00
Invoice Total	91.26

Salesperson	Technician	Services
Jonathan Swersky	Michael Wilson	044555000, 046100000, 078345000, 171041002, TIRE ADJUSTMENT08

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MERCHANT# 000900837
PAYMENT VALUE: \$91.26
TVR
TSI
AID#:
APPL LABEL:
DATA SOURCE: Manual Entry
CARD#: Visa **** [REDACTED]

Signature: [REDACTED]