



DOT Auto Safety Hotline
Vehicle Owner's Questionnaire (VOQ)
 NATIONWIDE 1-888-DASH-2-DOT
 1-888-327-4236
 www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 335	
Data Received	Od_or _____ rt_dt _____ od_rt _____ up_ltr _____
29-SEP-2000	Reference No. 871830

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? YES NO
 In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) _____ <small>(Listed at front of windshield or drivers side)</small>	Vehicle Make GOODYEAR	Vehicle Model WRANGLER	Vehicle Year 1900	Current Odometer Reading
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Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbell <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Sport Ult <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other _____	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02740000	Part Name(s) TIRES:TREAD	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Frnt <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
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No. of Failures 0	Date(s) of Failure(s) 05-SEP-2000 Mileage at Failure(s) 28500 Vehicle Speed at Failure(s) 0	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No
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APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

ORIGINAL EQUIPMENT ON A DODGE, DURANGO 1998, P235R15, TWO FRONT TIRES TREAD IS SEPARATING. *AK

CONTINUED ON BACK PLEASE

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.



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29-SEP-2000	Reference No. 871830

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? YES NO
 In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.
 Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION						
Vehicle Ident. No. (VIN) _____ <small>(Listed at front of windshield or driver's side)</small>	Vehicle Make GOODYEAR	Vehicle Model WRANGLER	Vehicle Year 1900	Current Odometer Reading		
Purchase Date	Dealer's Name _____		Engine Size (CID/CC/L) _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection		
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City _____ State _____ Zip Code _____		No. Cylinders _____			
Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbell <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Sport Ult <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other _____	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 02740000	Part Name(s) TIRES:TREAD	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Frnt <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failures 0	Date(s) of Failure(s) 05-SEP-2000 Mileage at Failure(s) 28500 Vehicle Speed at Failure(s) 0	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No

APPLICATION INCIDENT INFORMATION					
(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)					
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

ORIGINAL EQUIPMENT ON A DODGE, DURANGO 1998, P235R15, TWO FRONT TIRES TREAD IS SEPARATING. *AK

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U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 335	
OWNER INFORMATION (Type or Print)				Date Received 29-SEP-2000	Od or rt_dt od_rt up_lr
643174				Reference No. 871830	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of your name and address to the vehicle manufacturer.				<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
Signature of Owner				Date 10/1/2000	
VEHICLE INFORMATION					
Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side)		Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1B4HS26Y6NF206834		GOODYEAR	WRANGLER	1998	22263
Purchase Date	Dealer's Name		Engine Size (CID/CC/L)	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection	
6-1998	GREAT NORTHERN DODGE		No. Cylinders 4		
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City V. CUMSTED State OH Zip Code				
Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type
<input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> 3-Point Belt <input checked="" type="checkbox"/> Driverside Airbag <input checked="" type="checkbox"/> Passengerside Airbag	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Front <input type="checkbox"/> Rear <input checked="" type="checkbox"/> 4-Wheel	<input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other
		<input type="checkbox"/> Motorbelt <input type="checkbox"/> 2-Point Belt			<input checked="" type="checkbox"/> Sport Ut <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle
					<input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other
FAILED COMPONENT(S)/PART(S) INFORMATION					
Component	Part Name(s)	Location		Failed Part(s)	
02740000	TIRES:TREAD	<input checked="" type="checkbox"/> Left <input type="checkbox"/> Front	<input checked="" type="checkbox"/> Right <input checked="" type="checkbox"/> Rear	<input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement	
No of Failures	Date(s) of Failure(s)	Failed Part(s) Available?	NHTSA Previously Contacted?		
0	05-SEP-2000 Mileage at Failure(s) 28500 Vehicle Speed at Failure(s) 0	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (TIRES)	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
APPLICATION INCIDENT INFORMATION					
(Please describe in detail the incident(s), failure(s), crash(es) and injury(ies) on the back of this form.)					
Crash	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	0	0		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)					
ORIGINAL EQUIPMENT ON A DODGE, DURANGO 1998, P235R15, TWO FRONT TIRES TREAD IS SEPARATING. *AK REAR I HAD THE TIRES REPLACED WITH ANOTHER BRAND. GOODYEAR DID NOT THINK THERE WAS A PROBLEM WITH THEIR TIRES. THEY CLAIM THE VEHICLE WAS NOT MAINTAINED. I HAD THE VEHICLE MAINTAINED. THE TIRES CAME WITH A 50,000 MILE/6 YR WARRANTY. THEY SHOULD HAVE NOT WORE THE WAY THEY DID. I WAS ADVISED NOT TO DRIVE THE					
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.					

Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*

DOT SEE BELOW

MANUFACTURER/TIRE NAME

GOODYEAR WRANGLER

SIZE 75

P235/R15

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

VEHICLE BY MY MECHANIC AND ANOTHER PERSON WHO LOOKED AT THE TIRES. GOODYEAR CLAIMED THEY WERE SAFE TO DRIVE ON BUT NEEDED TO BE REPLACED. GOODYEAR WAS VERY DIFFICULT AND INDIFFERENT TO DEAL WITH. I DECIDED THAT I DID NOT WANT TO DEAL WITH GOODYEAR AND INFERIOR PRODUCTS. I HOPE THAT NO TRAGEDIES OCCUR TO OTHERS WHO HAVE THESE TIRES ON THEIR VEHICLES.

ONLY #S ON TIRES - DRIVER FRONT T300396 GRF 70GW

DRIVER REAR T300391 GRF 70GW

PASSENGER FRONT T300385 GRF 70GW

PASSENGER REAR T300391 GRF 70GW

P235 75/R15 108S (M45)

E13 025179

U.S. G.P.O.: 1982-623-297/80086

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation National Highway Traffic Safety Administration Information Management Staff NSA-10.01 400 7th Street, SW Washington, DC 20590




November 9, 2000

U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
400 7th Street SW
Washington, DC 20590

National Highway Traffic Safety Administration,

I have completed the Vehicle Owner's Questionnaire regarding a problem I was having with my Goodyear Wrangler RT/S tires on my 1998 Dodge Durango. On September 15, 2000 I took my vehicle in for an oil change and a tire rotation. I was advised at this time that I need new tires due to the fact that the treads were separating. The next week I planned to take my vehicle to my mechanic for tire replacement. Due to the Firestone recall, he was unable to get replacement tires. I was advised that the tires needed to be replaced ASAP and it was unsafe to drive the vehicle on the Interstate. The reason I was given was that the friction between the tire and road causes expansion and the tire(s) could blow out.

On September 18, 2000 I called a few Goodyear dealers to make an appointment to have the tires inspected. I could not get an appointment on my day off from work so I called the Goodyear customer service line. They were of no assistance. I ended taking my vehicle to a Goodyear dealer on September 29, 2000 after calling the customer service center and insisting that they find me someone to look at the tire that day. I was referred to Conrad's on Snow Road in Parma.

Conrad's told me that the tires needed to be replaced but they were safe to drive on. They claim there was no evidence of tread separation but...they sure did try to sell me new tires on the spot. They claim I did not maintain my vehicle and my mechanic did not have the tires balanced properly. When I did not commit to purchase the new tires from them, I was told that they would check with Goodyear Headquarters to see what could be done with the tires since they only had 28,339 miles on them.

On September 29, 2000 I also called Dodge customer service. I spoke to Kristy Markson and she claimed that the tires that were put on the Durango were the best tires for that vehicle. Tires that are put on SUV's should have more durability due to the fact they are made for rougher terrains. I guess I am wrong.

On Monday, October 2, 2000, I spoke to Rich in the customer service center. He offered me \$50.00 per tire and gave me case number 423626 regarding my claim. After thinking about it, I decided that since my tires did not wear to my satisfaction (or could possibly

be defective), I was not going to put Goodyear tires back on my vehicle. On October 9, 2000 I spoke to Bill in the customer service center and told him that I was not going to replace my Goodyear tires with Goodyear tires. He acted as if he did not care one way or another if I was a satisfied customer. That evening I replace my tires with Michelins.

If you have any questions, feel free to contact me [REDACTED] during normal business hours, [REDACTED] evenings after 6:00PM, or at the above referenced address.

Sincerely,

[REDACTED]

Mueller

TIRE & BRAKE

6100 Brecksville Road
Independence, Ohio 44131
216/842-0778

3560 Park East Drive
Beachwood, Ohio 44122
216/501-0280

25409 Detroit Road
Westlake, Ohio 44145
440/899-1888

6590 Mayfield Road
Mayfield Hts., Ohio 44124
440/461-6115

5746 Darrow Road
Hudson, Ohio 44203
Akron 330/850-5777
Clev. 330/656-5444

16620 Royalton Road
Strongsville, Ohio 44135
440/238-6660

5207 Detroit Road
Sheffield Village, Ohio 44054
440/934-312

11801 Detroit Avenue
Lakewood, Ohio 44107
216/529-0477

3083 Medina Road
Medina, Ohio 44256
330/721-9680

Fleet and Outlet
4890 Superior Ave
Cleveland, Ohio 441
216/881-1555

3997 Mayfield Road
South Euclid, Ohio 44121
216/381-4545

7368 Mentor Avenue
Mentor, Ohio 44060
440/269-3860

25880 Lakeland Blvd.
Euclid, Ohio 44132
440/942-7600

6821 Pearl Road
Middleburg Hts., Ohio 44130
440/885-0075

3004 Payne Avenue
Cleveland, Ohio 44114
216/771-2352

REMIT TO: P.O. BOX 74924 • CLEVELAND, OH 44194-1007 • (216) 432-0088

SOLD

LVD
34

EILEEN 704803

SAVE _____

RF _____

LF _____

RR _____

LR _____

L OF _____

BRAKES _____ BEST TO SPARE _____

SUSPEN/CHASSIS _____ ROTATE _____

ALIGNMENT _____ BALANCE _____

MAKE MODEL YEAR COLOR MAKE MODEL YEAR COLOR PHONE FAX TEL. # ZIP STATE

00754 2357515 10/09/00 1896773 3 330/721-9680 440/885-0075 ** SHIP 02

INVOICE DATE INVOICE NUMBER MAKE CUST. PURCHASE REFERENCE TERMS 10/09/00 7:56pm

10/09/00 1896773 3 330/721-9680 440/885-0075 ** INVOICE **

QUANTITY	SIZE	DESCRIPTION	QTY	UNIT PRICE	F.E.T.	EXTENSION	MC
00754	2357515	MICH LTX A/T OWL P-MET 235/75R15	4	123.95	0.00	495.80	
DOT	LABOR7	DOT#3800X4	4			0.00	
50	EFF 12/93	OHIO TIRE EXCISE FEE	4	0.50	0.00	2.00	
MICHBUY4	MICHBUY4	MICHELIN BUY 4 AND SCORE PROMOTION	1			0.00	
Payment Type: Am. Express						532.65	

I AUTHORIZED THE INSTALLATION OF PRODUCTS OR SERVICES PERFORMED ON MY VEHICLE AS LISTED ABOVE AND ACCEPT THE TERMS AND CONDITIONS OF THE WARRANTIES AS EXPLAINED TO ME REGARDING THOSE PRODUCTS OR SERVICES. I ACKNOWLEDGE THAT MUELLER TIRE IS NOT RESPONSIBLE FOR DAMAGE TO THE VEHICLE OR ARTICLES LEFT IN THE VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

I UNDERSTAND THAT MAG WHEEL LUG NUTS MUST BE RETOURQUED AFTER 50 MILES AND CHECKED PERIODICALLY.

SIGNATURE _____

SIGNATURE _____

NO RETURN ACCEPTED ON ANY SPECIAL ORDER ITEMS!

TIRE	PARTS	LABOR	OTHER	TAX*	TAXABLE ACC. N.	TAX	INVOICE TOTAL
495.80	0.00	0.00	2.00	7.00	197.80	34.85	532.65

A FINANCE CHARGE OF 1.5% per month (18% ANNUAL PERCENTAGE RATE) will be charged on all invoices over 30 days past due.

MFTETAI



DATE: 09/15/2000
REF ID: 15285

INVOICE # 15748



HEROLD FAMILY AUTO CARE, INC.

8916 DAY DRIVE, PARMA, OH 44129
216/845-8879

LAST [REDACTED]
ADD [REDACTED]
PHONE: [REDACTED]
MAKE: DODGE MODEL: DURANGO YEAR: 98
LICENSE # AAG3877 MILEAGE: 28339 ACCOUNT# 21660

PARTS DESCRIPTION

PART NUMBER	MANUFACTURER	DESCRIPTION	QTY	PRICE	EXTENDED
OF	HASTINGS	OIL FILTER	1.0	4.82	4.82
OIL	SHELL OIL	OIL	4.5	2.25	10.13
PARTS TOTAL.....					14.95

LABOR DESCRIPTION

*Change oil,filter and lube suspension.Inspect transmission fld,belts hoses,filters ,tire wear and set tire pressure.Perform 14 point safty inspection. "Oil should be changed every 3 months or 3,000 miles."
 *Rotate tires and computer balance.Check tire pressure,inspect shocks struts and tire wear.
 NEEDS NEW TIRES. 34.95

***** AT THIS TIME SERVICE IS NEEDED IN THE FOLLOWING AREAS:
235/75/15 IN GOODYEAR WRANGER HT 92 DO+BAL

LABOR TOTAL 34.95

*15P
B/K
C/K*

PARTS	LABOR	MISC	SUPPLIES	SUB TOT	TAX	TOTAL
14.95	34.95	0.00	2.50	52.40	3.67	56.07

I hereby authorize the above repair work to be done along with the necessary material. and hereby grant you and/or your employees permission to operate the car, truck or vehicle herein described on streets, highways or elsewhere for the purpose of testing and / or inspection

AUTHORIZED BY [REDACTED]

PAYMENT TYPE--> CASH

CONRAD'S

Total Car Care and Tire Centers

1942 SNOW ROAD
PARMA, OHIO 44134
(216) 398-4200

Order No: 258777A
3:57 PM 09/29/00

Sale Type: C

Line#	Qty	Product Code	Description	Price	Total
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YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE:

WRITTEN ESTIMATE
 ORAL ESTIMATE
 NO ESTIMATE

IF THERE ARE ANY OLD PARTS WOULD YOU LIKE THEM RETURNED? YES NO

NOTICE: IF YOU THE CONSUMER AUTHORIZE COMMENCEMENT BUT NOT COMPLETION A CHARGE WILL BE IMPOSED FOR DISASSEMBLY, REASSEMBLY, OR PARTIALLY COMPLETED WORK. I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION.

WORK ORDER TOTAL 116.85 CUSTOMER SIGNATURE

ADDITIONAL REPAIRS OF \$ _____ OVER AND ABOVE THE ORIGINAL ESTIMATE
 HAVE BEEN AUTHORIZED BY: _____ DATE: _____ TIME: _____
 CALLED BY: _____ ROAD TESTED BY: _____



Over 30 Years of Quality Car Repair



[REDACTED]

From: paul.appleby@goodyear.com
Sent: Tuesday, September 19, 2000 11:01 AM
To: [REDACTED]

[REDACTED]

Thank you for contacting our web site. We are always concerned when we learn that we have failed to exceed a customer's expectations with regards to our product or service.

All Goodyear tires come with a limited warranty against defects in workmanship or material related conditions. During the first 12 months or 25% of tread wear, defects in workmanship or material are replaced free of charge, mounting and balancing included.

After the no charge period, tires experiencing a defect in workmanship or material are replaced on a prorata basis with the consumer paying for the mounting and balancing.

There have been no unusual problems with the subject tire size and type and without inspecting the tire in question we could not comment as to it's cause or condition.

Goodyear relies on a network of retail locations, both Company Owned and Independent to determine warranty eligibility. If your tire is still available and has not been inspected by an authorized Goodyear retailer we would suggest you do so. You can locate your nearest authorized retailer on our web site or by calling toll free 1-800-466-3932.

[REDACTED]

From: paul.appleby@goodyear.com
Sent: Wednesday, September 20, 2000 4:12 PM
To: [REDACTED]
Subject: RE: [REDACTED]

Without inspecting the tires in question there would be no way for me to determine there safety. I would recommend having them inspected by a professional at the nearest authorized Goodyear retailer and they can answer your questions.