

Product Service Bulletin

Important Information To Better Serve Your Customers

This PSB Is Applicable To: U.S. & Canada

January 23, 2015

PSB #2015-02

TO: Goodyear Company Owned Stores and Independent Goodyear Dealers in the U.S. and Canada

Subject: P255/65R18 109S Fortera HL Noncompliance Recall

The Goodyear Tire & Rubber Company has determined that a noncompliance with FMVSS 139 test standards occurred during routine compliance testing at our manufacturing plant in Napanee, ON. This noncompliance involves P255/65R18 Fortera HL tires manufactured from week 4814 through week 0115 at the Napanee, ON plant (the “subject tires”). The noncompliant test tire exhibited cracking in the tread upon visual inspection. Goodyear is conducting a voluntary recall of the subject tires.

Letters will be mailed to owners of these tires in February 2015 asking them to contact an authorized Goodyear retail outlet and arrange to have their tires replaced. We request your assistance in handling customers involved in this recall. Dealers will receive full credit for each qualifying tire returned. In addition, dealers will receive a handling allowance for demounting, mounting and balancing.

Tire Involved is the P255/65R18 109S Fortera HL Recall

Size	Type	Product Code	DOT# Range	Qualifying DOT Date Codes
P255/65R18	Fortera HL	151-559-248	4BXMARDR4814 through 4BXMARDR0115	4814, 4914, 5014, 5114, 5214, 0115

Immediate Action Required

Please check your inventory for any unsold subject tires. Any such tires found in inventory must not be sold and must be returned through the warranty return process detailed below.

Handling & Tire Inspection Procedure –

When a customer arrives at your location please follow the procedure below:

1. Verify that the tire size, type, and DOT number match the “Tire Involved in the P255/65R18 Fortera HL Recall” as described in the preceding table. Be sure the tire is in the specified date range. P255/65R18 109S Fortera HL tires produced before 48th week of 2014 (4814) and after the 1st week of 2015 (0115) are **not** included in the recall. **If the tires qualify, replace at no charge to the consumer** with “Recommended Replacement Tires” as described below. Complete a Product Adjustment Claim Form for tire and handling allowance reimbursement. Information on completing the adjustment claim form can be found in the Adjustment Procedure Guide located in the Product Service area on Tire-HQ.
2. With your next shipment of adjustment tires, return all tires adjusted under this recall to your Product Service Center along with the adjustment claim form (if applicable). Keep

a copy of all documentation for your records. Follow the usual adjustment tire return procedures. See the Adjustment Procedure Guide or Product Service Bulletin for U.S. and Canada, in the Product Service section of Tire-HQ for adjustment return procedures and for contact information.

Replacement Tires

Replace qualifying tires with Fortera HL tires in the same size and sidewall designations. If you need help with ordering replacement tires, please call for assistance. U.S. customers can call 800-755-2772. Canada customers should call 800-268-2216.

Recall Reimbursement Schedule

	Amount Reimbursed	Reimbursement Process
Qualifying Tire(s)	Full acquisition cost	Adjustment claim process detailed below
Handling Allowance for Demount, Mount & Balance for mounted tire(s)	\$35.00 per tire	Adjustment claim process detailed below
Handling Allowance for unsold, unmounted tires	Standard handling allowance	Adjustment claim process detailed below

Adjustment Claim Processing Instructions (Excluding GBMS):

Manual Adjustment Claim Forms

- Complete a Product Adjustment Claim Form according to the instructions with the form.
- In the Removal Reason Box record “Fortera HL Recall”

Tire-HQ Claim Forms

- Enter a Tire-HQ adjustment in the usual manner
- For the Removal Reason choose “Customer Satisfaction Campaign/Recall”
- Record “Fortera HL Recall” in the Special Information field

GBMS Adjustment Claim Processing Instructions

- Use condition code “GX Customer Satisfaction Campaign/Recall”.
- Enter a qualifying recall product code.
- Record “Fortera HL Recall” in the Special Info field
- When replacing tires under this recall, the tires must be replaced to the consumer at no charge. When entering the adjustment in GBMS, if a replacement price greater than zero is generated, override the replacement price field with “00”. As the adjustment screen is completed GBMS will generate the following message “REMINDER: ENTER CONCESSION APPROVAL NOW OR ON MANIFEST SCREEN”. Simply ignore this message by pressing the appropriate function key. No concession approval number is required for claims processed under this voluntary recall.
- Record the product code of the replacement tire.
- Credit will be issued when the tires are received and processed at the Product Service Center. **Adjustments will not be automatically credited** and will not appear on weekly or monthly adjustment sampling reports. **GBMS locations must create a Product Adjustment Manifest** when returning tires replaced under this program. The Product Adjustment Manifest function can be found on the GBMS Administration menu. Following are the instructions for creating a Product Adjustment Manifest in GBMS.

GBMS Product Adjustment Manifest Instructions

1. Type an "H" in the SND (Send column) to hold a tire from this shipment manifest (will appear on next manifest).
2. Type a "D" in the SND (Send column) to delete a tire from the manifest. The tire does not appear on a subsequent manifest.
3. Leave the SND (Send column) field blank to include the tire on this manifest.
4. APPR/INVO field will display Approval Numbers that were entered on PACS screen or Invoice Numbers of corrected documents. You can also enter Approval Numbers if they were not entered while processing the PACS document.
5. Use ITEM CHECK MANIFEST function key to print a preliminary copy of the manifest.
6. Use CREATE MANIFEST function key to print and send the final manifest.
7. Use CHANGE TYPE function key to switch to P from B adjustments and vice versa.
8. Use REPRINT MANIFEST to print the last previously created manifest.
9. Use END function key to return to the previous menu.
10. Use HELP function key (F12) to display 'Field Help' by positioning the cursor in the field where 'help' is needed and press F12.

Questions or Problems

If you have questions, please contact your National Field Manager Product Service or call our Customer Assistance Center at 1-800-592-3267. Contact information for your National Field Manager Product Service can be found on Tire-HQ.