

PRODUCT SERVICE BULLETIN

IMPORTANT INFORMATION TO BETTER SERVE YOUR CUSTOMERS

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

PSB #2024-04

May 7, 2024

TO: Goodyear Company Owned Stores, Independent Goodyear Dealers, G3X Dealers & Wholesale Distributors

Subject: Incorrect Tire Identification Number (TIN), 225/70R19.5 Goodyear G622 RSD NHTSA Recall 24T003 and Transport Canada Recall 2024-234

Goodyear has determined that a small quantity of 225/70R19.5 Goodyear G622 RSD tires (“subject tires”) manufactured in Topeka, KS during week December 10, 2023, thru December 16, 2023, cured in one specific production mold, do not conform to Federal Motor Vehicle Safety Standard 574. The subject tires were manufactured with the curing press ID number, **C13R**, installed in the TIN in place of the required week and year code 5023. Goodyear is therefore conducting a voluntary tire recall to replace the subject tires. A photo of the noncompliant TIN is shown below.

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 reimbursement for dismounting, mounting and balancing costs.



Only tires with a noncompliant date code, as shown on the left, are eligible for free replacement.

Tires Involved in Recall:

Size	Type	Product Code	Material Number	DOT
225/70R19.5	Goodyear G622 RSD, Load Range G	139-755-205	228776	1MJ9YWNAW C13R

Immediate Action Required:

1. Please check your inventory for any unsold 225/70R19.5 Goodyear G622 RSD tires to determine if any of the date code are listed from week and year as **C13R** are in your inventory. Any such tires (tires described above where the date code is **C13R**) found in inventory should be returned for full credit through the warranty return process detailed below. See Product Service Bulletin 2021-04, in the Product Service area of Tire-HQ, for information on how to read Tire Identification Number(TIN)DOT numbers.
2. Should a customer come to your location with a mounted 225/70R19.5 Goodyear G622 RSD tire with C13R in place of the date code, we ask that you replace the tire at no cost to the customer and return the tire for full credit through the warranty return process detailed below.

Tire Inspection and Recall Handling Procedure:

If a customer arrives at your location, please follow the procedure below.

1. Verify that the tire size, type, DOT numbers match the **“Tires Involved in Recall”** as described above. **ONLY Subject Tires with a noncompliant date code portion of the TIN (as listed in the photo above) are eligible for free replacement.**
2. Deflate the tire.
3. Remove the tire/wheel assembly from the vehicle and then demount the tire from the wheel following standard practices.
4. Any tire covered by this recall should be promptly and permanently altered so that it is rendered unsuitable for resale for installation on motor vehicles. Examples of how to alter the tires include but are not limited to: drill three ½ inch size holes in the sidewall above the TIN (DOT).

Reimbursement Schedule:

	Amount Reimbursed	Reimbursement Process
Replacement Tire(s)	Active invoice price on the date of adjustment	Adjustment claim process detailed below
Handling Allowance for Demount, Mount & Balance for mounted tire(s)	\$80.00 per tire	Adjustment claim process detailed below
Handling Allowance for unsold, unmounted tires	Standard handling allowance	Adjustment claim process detailed below

Adjustment Claim Form Processing Instructions

- Attach a copy of the no-charge service invoice, complete a Product Adjustment Claim form according to the instructions with the form. In the Removal Reason Box record **“G622 RSD Date Code Recall”**.
- Return subject Goodyear G622 RSD tire(s) to your Product Service Center with your next shipment of adjustments. Follow the usual adjustment tire return procedures. See Product Service Bulletin 2023-18 for the U.S., or 2023-08 for Canada, located in the Product Service section on Tire-HQ, for adjustment return procedures.

“YOU ARE PROHIBITED BY FEDERAL LAW FROM SELLING OR LEASING NEW OR USED TIRES COVERED BY THIS NOTIFICATION.”

If a dealer knowingly sells or leases new or used recalled tires, that sale must be reported to the Associate Administrator for Enforcement, NHTSA, 1200 New Jersey Ave., SE, Washington, DC 20590, within five working days after a person to whom the sale or lease has been made has taken possession of that tire. The required contents for such report are provided in NHTSA’s regulation at 49 C.F.R. § 573.10.

Recall Duration:

This Recall will end November 30, 2024. Claims dated December 1, 2024 or later will not qualify under this program. All adjustments and reimbursement forms must be returned to your Product Service Center by January 31, 2025.

Questions or Problems:

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