

The Goodyear Tire & Rubber Company

Akron, Ohio 44316-0001

April 15, 2021

< Insert Mileage Account Name >

< Insert Mileage Account Address >

Goodyear Customer Satisfaction Campaign **B305/70R22.5 Metro Miler G152, G652**

Dear Goodyear Mileage Sales Customer:

The Goodyear Tire & Rubber Company is aware that certain **B305/70R22.5** size Metro Miler tires manufactured week **2715** through week **5219** in the **G152 design** and the **G652 design (the “subject tires”)** have experienced lower sidewall cracking. We have not had any reports of vehicle controllability issues or accidents. We have decided to conduct this proactive Customer Satisfaction campaign to exchange subject tires as specified below.

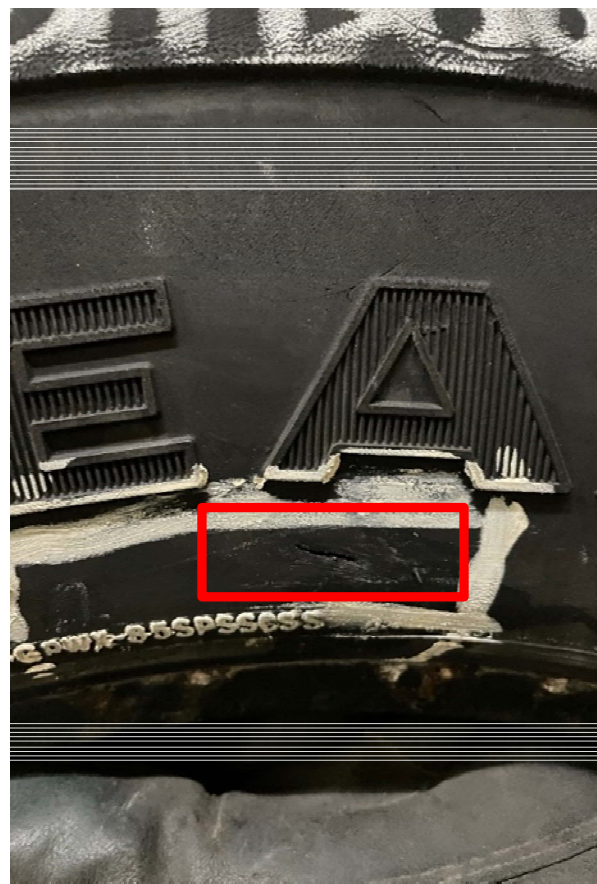
Our records indicate that you currently lease some of the subject tires from Goodyear. The Goodyear Mileage Sales team will be contacting you to discuss this campaign in more detail and to answer any questions you may have about the implementation of inspection and exchange procedures appropriate for your operation. In the meantime, you should follow the inspection process described in A below.

- A. Tire inspections should be conducted on the subject tires to inspect the inside and outside sidewalls for any cracking in the sidewall area as is depicted in the photographs shown below. **If such cracking is observed, the tires should be removed and replaced.** If such cracking is not observed, the tires need not be removed. You should continue your regular tire inspection and maintenance practices and procedures in addition to this inspection for sidewall cracking.
- B. The Mileage Sales team will implement a proactive exchange of the subject tires which will be based on remaining tread depth or non-skid.
- C. Tires removed from service should be held and documented for Goodyear to inspect and scrap.

Tires Involved in the B305/70R22.5 Metro Miler G152 & Metro Miler G652 Customer Satisfaction Campaign

Size	Type	Product Code	DOT# Range
B305/70R22.5	Metro Miler G152	158-706-158	MC9BFJBW2715 through MC9BFJBW5219
B305/70R22.5	Metro Miler G652	158-170-627	MC9BD7BW2715 through MC9BD7BW5219

*Note: Any tire with the letter **"E"** in the 7th character of the DOT code for either tire is **NOT** part of this campaign. Example: MC9BFJ**E**WXXXX, MC9BD7**E**WXXXX



Sincerely,

The Goodyear Tire & Rubber Company