

Product Service Bulletin

Important Information To Better Serve Your Customers

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

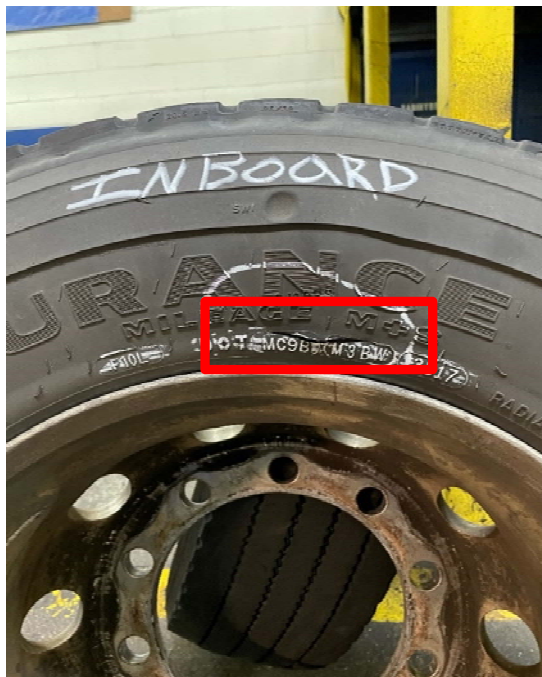
April 15, 2021

PSB #2021-02

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

Subject: B305/70R22.5 Metro Miler G152 & Metro Miler G652 Customer Satisfaction Campaign

The Goodyear Tire & Rubber Company is aware that certain **G152** and **G652** Metro Miler tires in the **B305/70R22.5** size manufactured week **2715** through week **5219** (the “**subject tires**”) have experienced lower sidewall cracking (see photos below). 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.



Letters will be mailed to owners of these tires in April 2021 asking them to contact an authorized Goodyear Commercial Tire and Service Network location or authorized Goodyear commercial truck tire dealer and arrange to have their tires inspected and replaced if necessary. We request your assistance in handling customers involved in this campaign. Dealers will receive full credit for each qualifying tire returned. In addition, dealers will receive reimbursement for tire inspection, mounting, balancing, and handling costs.

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

Immediate Action Required

Please check your inventory in the unlikely event that you have any unsold tires involved in this campaign. Any tires found in inventory must be returned through the warranty return process detailed below.

Please query your records for customers who purchased the tires listed above and contact them. Attached for your convenience is a sample letter you can send to your customers advising them of this Customer Satisfaction campaign. You may request reimbursement for mailing costs by sending receipts and supporting documentation to:

The Goodyear Tire & Rubber Company
Attention D/805, Product Service
200 Innovation Way
Akron, OH 44316-0001

Tire Inspection and Campaign Handling Procedure

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

1. Verify that the tire size, type, DOT numbers (including date code) match the “**Tires Involved in the Customer Satisfaction Campaign**” as described above.
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. Replace Metro Miler G152 tires with Metro Miler G152 tires and Metro Miler G652 tires with Metro Miler G652 tires.

Replacement Tires

Size	Type	Product Code
B305/70R22.5	Metro Miler G152	158-706-158
B305/70R22.5	Metro Miler G652	158-170-627

Replacement tires can be ordered using your normal tire ordering process.

Campaign Reimbursement Schedule:

	Amount Reimbursed	Reimbursement Process
Replacement Tire(s)	Full acquisition cost	Adjustment claim process detailed below
Handling Allowance for Demount, Mounting and Balancing	\$70.00 per tire	Adjustment claim process detailed below
Handling Allowance for unsold, unmounted tires	Standard handling allowance	Adjustment claim process detailed below
Tire Inspection Fee for all non-campaign tires only	\$10.00 per tire	Complete a Customer Satisfaction Campaign Tire Inspection Reimbursement Form
Tire inspection credit will be issued separately from tire credit and adjustment handling allowance.		

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 **“Metro Miler G152, G652 Customer Satisfaction”**.
- Return campaign tires to your Product Service Center with your next shipment of adjustments. Follow the usual adjustment tire return procedures. See Product Service Bulletin 2021-01 (U.S.), 2020-03 (Canada), in the Product Service section on Tire-HQ, for adjustment return procedures.

Instructions for Processing a National Account:

On the adjustment claim form, in the CREDIT INFORMATION: section, check the **Dealer/Store** box, **do not** enter the NAPG/Non-Sig(Canada) number in the **NATIONAL/GOVERNMENT ACCT #** **section leave blank** (see below).

The diagram shows a form section titled "CREDIT INFORMATION:". Inside, there is a box labeled "ISSUE CREDIT TO (CHECK ONE)" containing three checkboxes: "DEALER/STORE", "NATIONAL ACCOUNT", and "GOVERNMENT ACCOUNT". A red arrow points from a red-bordered box containing the text "Check this box." to the "DEALER/STORE" checkbox. Below this, there is a field for "NATIONAL / GOVERNMENT ACCT. #". A red arrow points from a red-bordered box containing the text "Leave blank." to this field. Below the "NATIONAL / GOVERNMENT ACCT. #" field are three more fields: "DELIVERY RECEIPT #", "PURCHASE ORDER #", and "AN# / GS#".

DO NOT create a Delivery Receipt, the credit will be processed as a regular adjustment to the servicing dealer. In order to receive the special handling allowance, for all Metro Miler G152 or Metro Miler G652, B305/70R22.5 tires submitted for a National Account customer, the above instruction **must** be followed.

Campaign Duration

This campaign will end October 31, 2021. Claims dated November 1, 2021 or later will not qualify under this program. All adjustments and reimbursement forms must be returned to your Product Service Center by November 30, 2021.

Adjustment Claim & Metro Miler B305/70R22.5 Tire Inspection Reimbursement Form Processing Instructions

- For tire(s) that were inspected and found to **NOT** qualify for replacement, fill out a Metro Miler B305/70R 22.5 Tire Inspection Reimbursement Form (attached below). You **MUST** attach a copy of the no-charge service invoice to each reimbursement form if claiming credit for **Tire Inspection Only**.
- For tires that were found that qualify for replacement complete a Product Adjustment Claim Form according to the instructions with the form. In the Removal Reason Box record **“Metro Miler G152, G652 Customer Satisfaction”**.
- Return Adjustment Claim & Metro Miler B305/70R22.5 Tire Inspection Reimbursement Forms to your Product Service Center with your next shipment of adjustments. Follow the usual adjustment tire return procedures. See Product Service Bulletin 2021-01 (U.S.), 2020-03 (Canada) in the Product Service section on Tire-HQ, for adjustment return procedures and for contact information for our Product Service Center.

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.

Metro Miler G152 or G652 B305/70R22.5 Tire Inspection Reimbursement Form

Outlet Information	
Customer#/Nonsig #	
Outlet Name	
Contact Name	
Contact Phone #	

Claim Information	
Adjustment Claim # (if adjusted)	
Claim Date	
Number of Tires Inspected and Not adjusted	☐ Tire Inspection (\$10.00 per tire)
No-Charge Invoice #	

Consumer/End-User Information	
Name	
Street Address	
City	
State	
Zip Code	
Phone #	

Vehicle Information	
Vehicle Identification #	
Vehicle Year	
Vehicle Make	
Vehicle Model	
Vehicle # or Trailer #	

Attach the no-charge invoice to this form and return to your Product Service Center with your next shipment of adjustment tires.