

The Goodyear Tire & Rubber Company

Akron, Ohio 44316 - 0001

October 19, 2021

Goodyear Customer Satisfaction Campaign

B305/70R22.5 G152, G652

EXTENDED THROUGH 12/31/2021

Dear Metro Miler G152/G652 Customer:

In April of this year, we began a Customer Satisfaction Campaign to exchange 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”)** which have experienced lower sidewall cracking. **The Customer Satisfaction Campaign has been underway for several months now and has been extended through December 31, 2021.**

DESCRIPTION OF TIRES COVERED

Size	Type	DOT# Range
B305/70R22.5	Metro Miler G152	MC9BFJBW2715 through MC9BFJBW5219
B305/70R22.5	Metro Miler G652 RTB	MC9BD7BW2715 through MC9BD7BW5219

HOW TO OBTAIN A TIRE INSPECTION

Contact the Goodyear Commercial Tire and Service Network location or authorized Goodyear commercial truck tire dealer where you purchased your tires. The retailer will inspect the tires and let you know if they qualify for replacement as part of this campaign.

CUSTOMER SATISFACTION CAMPAIGN DURATION

This campaign will end December 31, 2021. Please arrange for a tire inspection as soon as possible.

IF YOU HAVE A PROBLEM

If further assistance is required, please contact Goodyear Consumer Relations, D728 at 200 Innovation Way, Akron, Ohio 44316, or by calling toll free 1-800-592-3267.

REIMBURSEMENT

If you have already replaced any of the tires covered by this customer satisfaction campaign due to this lower sidewall cracking condition, you may be eligible for reimbursement.

Reimbursements are limited to warranty transactions where you paid a portion of the total price of a tire to replace an affected tire. Documentation that adequately supports eligibility **must** be provided for reimbursement. Submit a copy of your replacement tire invoice/receipt and a copy of the tire adjustment claim form to the following address for reimbursement consideration. No reimbursements will be made without the required documentation.

The Goodyear Tire & Rubber Company
Attn: Dept. 728, Consumer Relations
200 Innovation Way
Akron, OH 44316-0001

We apologize for any inconvenience this may cause you and thank you for your attention to this important matter. Your continued satisfaction is of the utmost importance to Goodyear.

Sincerely,

The Goodyear Tire & Rubber Company