

TECHNICAL GROUP BULLETIN

1-24-2014

GOODYEAR TIRES CUSTOMER SATISFACTION CAMPAIGN

PRODUCT
AFFECTED: **215/45R17 87V**
Goodyear Assurance Fuel Max
DOT PJ63 JU1R 0911 TO 4711

PRODUCT CODE: **30638**

REASON: These tires may exhibit a sidewall cracking condition. These cracks do not affect the structural support (ply and innerliner) of the tire, but they may present an appearance issue for the customer.



Goodyear will be mailing letters to our customers who purchased this product.

NEW PRODUCT:

Remove affected product from inventory / showroom displays and return to Adjustment warehouse.

1. Transfer to warehouse using product code 30638
2. Under comments write "Customer Sat"
3. Return through normal adjustment process

WHEN REMOVING RECALLED TIRES

- Key as a "Manufacturer Adjustable Condition"
- Select adjustment type "9-Recall/MFG Replacement Program"
- Enter complete D.O.T. number and full tread depth.
- No charge for replacement
- No charge for Certificate renewal (if purchased originally).
- Offer Certificates on the replacement tires (if not purchased originally).
- Process as normal adjustment