

Product Service Bulletin

Important Information To Better Serve Your Customers

Post For Ready Reference

PSB #2002-XX

xxxxxxx, 2002

**TO: Goodyear Company Owned Outlets
Goodyear Contract Dealers**

Goodyear is notifying ambulance operators and offering to replace for free certain LT245/75R16 LRE tires with tires that have the latest design in order to avoid possible delay in transporting passengers should a tire experience tread separation. Some of the tires manufactured in the past for use on these ambulances have experienced tread separations.

Goodyear recognizes the importance of getting ambulance passengers to and from medical facilities as safely and quickly as possible. If an ambulance operator contacts you concerning this replacement program, please call 1-866-797-8993. You may be asked to service their ambulance.

The tires covered by this program are listed in the chart below. This offer of free replacement extends through September 30, 2002.

COVERED TIRE NAMES

Goodyear Wrangler	Path Trac	Trail Finder
Goodyear Workhorse	Pathfinder	Trail Handler
Goodyear Tracker	Pathmax	Trail Mark
Goodyear Radial H/T	Pos-I-Traction Radial Trac	Trail Rebel
Kelly Safari	Power King	Trail Trac
Big O Arapahoe	Range Rider	Trailboss
Big O Big Foot	Revenger	Turbo-Tech
Big O Sun Valley	Ridge Runner	Ultra-Tech
Country Squire	Rodeo Boots	USA Sport
Embassy Desperado	Rough Rider	Wild Country
Hoosier Radial	Sentry	Wild Spirit
Ironman	Super Sport	Wild Track
Land Rover	Trail Boss	Winston Winner
Landair	Trail Buster	
Landquest	Trail Climber	
Parnelli Jones	Trail Cutter	

**THE GOODYEAR TIRE & RUBBER COMPANY
PRODUCT SERVICE DEPARTMENT**

ATTACHMENT C

Date:

Dear [Each letter individualized]:

Goodyear is implementing a program to replace earlier design LT245/75R16 LRE tires installed on 15-passenger vans (with or without a fifth row seat) to address a concern for vehicle stability on the vans should they experience a tread separation. According to National Highway Traffic Safety Administration, these vans are more prone to roll over following a tread separation than many other vehicles using similar tires because of the van's size and handling characteristics.

The replacement Goodyear brand tires will be the company's latest design, providing an enhanced measure of durability. The vehicles are:

Chevrolet Express 3500	Ford Club Wagon E350
GMC Rally/Vandura 3500	Dodge Ram Van/Wagon B3500
Ford Econoline E350	GMC Savana G3500
Dodge Ram Wagon B350	

The tires – in size LT245/75R16 LRE – cover earlier designs (with 4 ply construction) within the Goodyear brand, Kelly brand, associate and custom brand product line-ups. The tire name[s] sold by you that is [are] covered by this program is [are]:

[individualized list]

In addition, some of the pre-1992 models of the eligible 15-passenger vans may have been originally equipped with LT235/85R16 LRE tires. Owners of these vans are also eligible for free Goodyear brand replacement tires with the latest design if they do not already have them.

The six-month long program is being communicated directly to van owners by direct mail and will instruct them what action to take if they have an eligible vehicle and tire.

Goodyear's intention is to handle this program through Goodyear retailers in select geographically located outlets. Since this program is based on direct consumer mailing, the retailer performing tire replacement will be selected based on the consumer address and the availability of the latest design Goodyear brand tires.

While retailers of the listed tire names may not be chosen for handling replacements under this program, the way that you respond to consumers who come into one of your retail outlets and/or distributors can reflect positively on your business. If a consumer contacts you, please advise them if their tire is covered and have them call 1-866-797-8977.

Goodyear is also offering to replace for free the same eligible tires used on ambulances. If an ambulance operator contacts you concerning this replacement program, please call 1-866-797-8993.

ATTACHMENT E

Should you have questions related to this program, please call either of the undersigned.

Sincerely,

**T.K. Gravalos, Director
Corporate Accounts, North American Tire
(330) 796-6116**

**W.R. Gaudet, Director
Customer Affairs, North American Tire
(330) 796-2059**

Date _____:

IMPORTANT SAFETY PROGRAM

Dear _____:

The Goodyear Tire & Rubber Company has determined that some of the LT245/75R16 Load Range E tires used on ambulances have experienced tread separations. A tread separation could result in having to pull over to the side of the road to change the tire and would delay the transport of a passenger.

Goodyear recognizes the importance of getting ambulance passengers to medical facilities as safely and quickly as possible. To avoid possible delay, Goodyear is offering to replace for free the eligible tires listed below with tires that have the latest design that have an enhanced measure of durability. This offer of free replacement extends through [6 months].

DESCRIPTION OF TIRES COVERED AND HOW YOU CAN IDENTIFY THEM

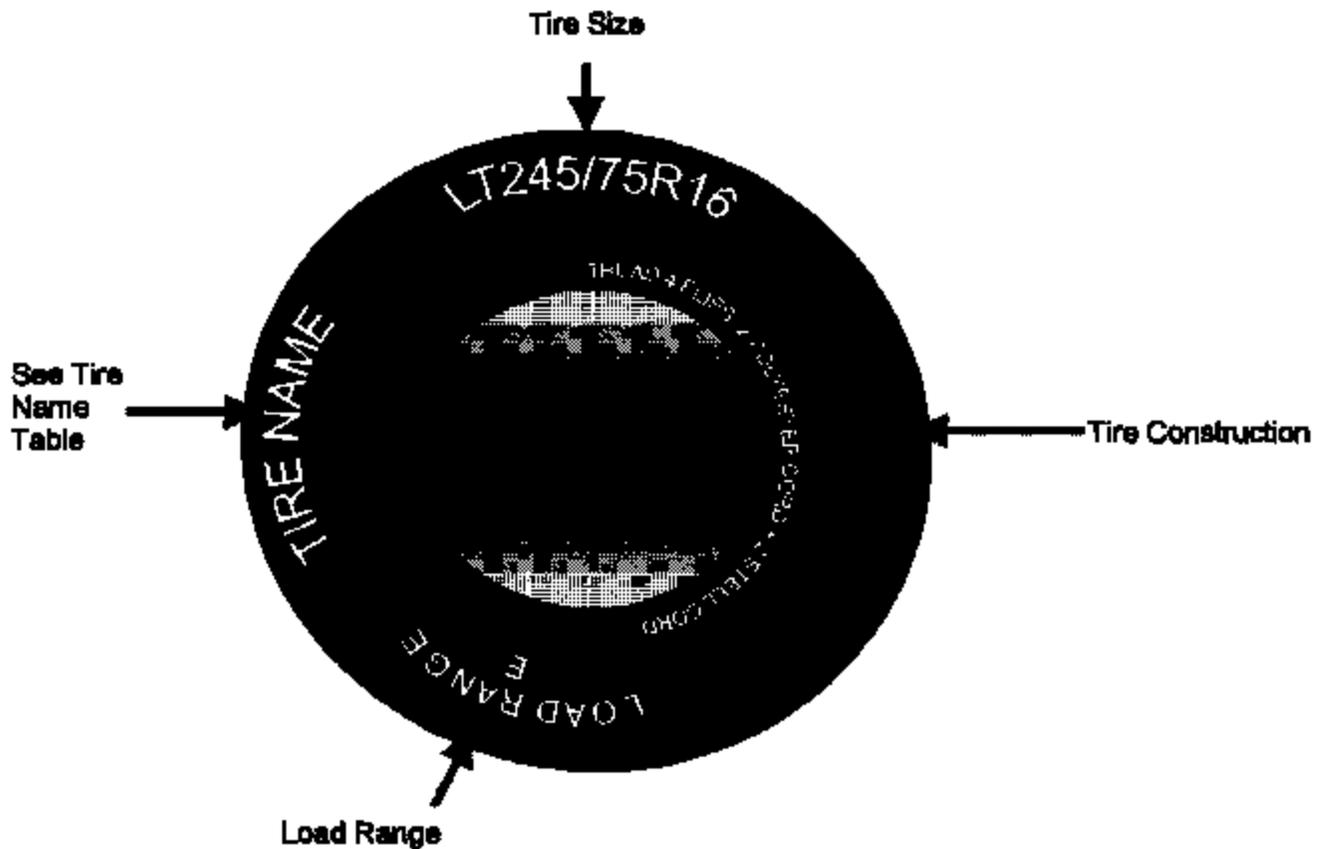
If you have one of the tires listed in the following chart on an ambulance and: (1) the size is LT245/75R16; (2) the sidewall stamping reads "Load Range E"; and (3) the sidewall stamping reads, "TREAD 4 PLYS (2 POLYESTER CORD + 2 STEEL CORD)," then your tires are eligible for free replacement. A depiction of a sample tire appears on the next page.

COVERED TIRE NAMES

Goodyear Wrangler	Path Trac	Trail Finder
Goodyear Workhorse	Pathfinder	Trail Handler
Goodyear Tracker	Pathmax	Trail Mark
Goodyear Radial H/T	Pos-I-Traction Radial Trac	Trail Rebel
Kelly Safari	Power King	Trail Trac
Big O Arapahoe	Range Rider	Trailboss
Big O Big Foot	Revenger	Turbo-Tech
Big O Sun Valley	Ridge Runner	Ultra-Tech
Country Squire	Rodeo Boots	USA Sport
Embassy Desperado	Rough Rider	Wild Country
Hoosier Radial	Sentry	Wild Spirit
Ironman	Super Sport	Wild Track
Land Rover	Trail Boss	Winston Winner
Landair	Trail Buster	
Landquest	Trail Climber	
Pamell Jones	Trail Cutter	

INSTRUCTIONS ON HOW TO READ THE TIRE SIDEWALL

Sidewall stamping appears on both sides of the tire:



(not to scale and not meant to depict the exact location of where the stampings are on your tires)

HAVING YOUR TIRES REPLACED

To confirm eligibility and to make arrangements for having your tires replaced with Goodyear Brand tires with enhanced durability at no charge, please call 1-866-797-8993.

IF YOU HAVE A PROBLEM

If an authorized Goodyear retailer is unable to, or fails to, make the necessary replacements, free of charge, please contact Goodyear Consumer Relations, D728 at 1144 East Market Street, Akron, Ohio 44316, or by calling toll free 1-800-321-2136.

You may also contact the Administrator of the National Highway Traffic Safety Administration (NHTSA), 400 Seventh Street, S.W., Washington, D.C. 20590, or call the NHTSA's toll free Auto Safety Hotline at 1-888-327-4236.

IMPORTANT TIPS ON CARING FOR YOUR TIRES

Tires are the only part of your vehicle that touch the road and demand an appropriate amount of attention. A National Highway Traffic Safety Administration survey has found that many vehicles are operated with at least one tire in a substantially under-inflated condition. Vehicle operators should be well versed in the following tips on proper tire care and maintenance:

- Air pressure should be checked often, at least once per month, and before every journey. The pressure for the Load Range E tires on these vans is higher than that recommended for passenger cars and other light vehicles, with a different pressure for the front and rear tires. The proper inflation pressures are located on the driver's door placard. Under-inflation is a tire's enemy and can increase treadwear, generate excessive heat, and lead to tread separation.
- Tread depth should be checked to make certain it is greater than 2/32nds of an inch to assure sufficient traction for varying road conditions. One simple (although unscientific) measurement, is to use a Lincoln head penny and insert the head of the penny toward the tire inside the tread. If, once you've placed the penny inside the tread, you can see the top of Lincoln's head, you need a new tire.
- You should also make certain your tires are properly balanced, and are rotated every 6,000 to 8,000 miles, or in accordance with your vehicle manufacturer's instructions. Also, make sure your wheels are properly aligned.

Thank you for taking the time to read this important safety information.

We apologize for any inconvenience this may cause you and thank you for your attention to this important matter. Your safety and continued satisfaction with our Company and our products is of the utmost importance to us.

Sincerely,

The Goodyear Tire & Rubber Company

Product Service Bulletin

Important Information To Better Serve Your Customers

Post For Ready Reference

DRAFT
PSS #2002-XX

XXXXXX, 2002

TO: **Goodyear Company Owned Outlets
Goodyear Contract Dealers**

Goodyear is notifying owners of 15-passenger vans (with or without the fifth row seat) and asking those equipped with LT245/75R16 LRE Goodyear manufactured tires (including the spare tire) to contact our company and make arrangements to accept free replacement of their tires with Goodyear Brand tires if they do not have the company's latest design.

Some of the tires manufactured in the past for use on these vans have experienced tread separations. According to National Highway Traffic Safety Administration, these vans are more prone to roll over following a tread separation than many other vehicles using similar tires because of the van's size and handling characteristics. If a tire on such a van were to experience a tread separation, particularly at high speeds and if the van is fully-loaded, there is a possibility for loss of control and a crash.

In addition, some of the pre-1992 models of the eligible 15-passenger vans may have been originally equipped with LT235/85/R16 LRE tires. Owners of these vans are also eligible for free Goodyear brand replacement tires with the latest design.

PROGRAM ELIGIBILITY

ELIGIBLE VANS (15-passenger vans with or without the fifth row seat)

Chevrolet Express 3500	Ford Club Wagon E350	GMC Rally/Vandura G3500
Dodge Ram Van/Wagon B3500	Ford Econoline E350	GMC Savana G3500
Dodge Ram Wagon B350		

**THE GOODYEAR TIRE & RUBBER COMPANY
PRODUCT SERVICE DEPARTMENT**

ELIGIBLE TIRE NAMES

Goodyear Wrangler	Path Trac	Trail Finder
Goodyear Workhorse	Pathfinder	Trail Handler
Goodyear Tracker	Pathmax	Trail Mark
Goodyear Radial H/T	Pos+ Traction Radial Trac	Trail Rebel
Kelly Safari	Power King	Trail Trac
Big O Annapolis	Range Rider	Trailboss
Big O Big Foot	Revenge	Turbo-Tech
Big O Sun Valley	Ridge Runner	Ultra-Tech
Country Squire	Rodeo Boots	USA Sport
Embassy Desperado	Rough Rider	Wild Country
Hoosier Radial	Sentry	Wild Spirit
Ironman	Super Sport	Wild Track
Land Rover	Trail Boss	Winston Winner
Landair	Trail Buster	
Landquest	Trail Climber	
Parrall Jones	Trail Cutter	

ELIGIBLE LOAD RANGE E TIRE CONSTRUCTION

Sidewall stamping on both sides of the tire reads:

TREAD 4 PLYS 2 POLYESTER CORD + 2 STEELCORD

PROCESSING INSTRUCTIONS**TIRE PROCUREMENT/REPLACEMENT FORM INSTRUCTIONS**

The Tire Procurement/Replacement Form will be an integral part of the notification sent to eligible van owners and will contain consumer and vehicle information. We have requested that consumers present this form when vehicles are brought in for tire replacement. For qualifying consumers who do not present a Tire Procurement/Replacement Form you may complete the attached blank form. Blank forms are also available on the XPLOR website.

You must make certain that ALL eligibility requirements are met and in addition ALL of the requested information on the Tire Procurement/Replacement Form, including consumer information, vehicle information, and tire information, is completed.

**THE GOODYEAR TIRE & RUBBER COMPANY
PRODUCT SERVICE DEPARTMENT**

The Tire Procurement/Replacement Form may be used for both ordering replacement tires and processing replacement of qualified tires. No credit will be issued on tires not meeting the eligibility requirements or forms that are incomplete when received.

REPLACEMENT OF QUALIFYING TIRES

When speaking with the consumer, please verify the vehicle, tire name, the size and load range meet the program eligibility requirements. Also assure the tire sidewall tread construction stamping reads Tread 4 plies 2 Polyester Cord + 2 Steel Cord.

If you do not have available replacement tires please schedule an appointment for the consumer and immediately place an order for the new replacement tires.

1. You may replace qualifying tires with Goodyear replacement product from your existing inventory.
2. Complete the outlet, consumer and vehicle information in Section #1 of the Tire Procurement/Replacement Form as necessary.
3. Record the Goodyear brand product code, tire size, tire type and DOT serial number of the new tires used for replacement in Section 2, "Replacement Tire Information", of the form.
4. Record the tire size, tire name and DOT serial number of the tires removed in Section 3, "Removal Tire Information", of the form.

TO ORDER GOODYEAR BRAND REPLACEMENT TIRES

Please use the Tire Procurement/Replacement Form to order replenishment inventory. You may also use this form to order replacement tires for a consumer when you have no inventory available at your location. In all situations the consumer and vehicle section of the form must be completed.

1. Complete the outlet, consumer and vehicle information in Section #1 of the Tire Procurement/Replacement Form as necessary.
2. In section #2 of the Tire Procurement/Replacement Form write in the Goodyear product code, tire size, tire type and quantity of tires needed. (maximum 5 tires per vehicle)
3. Fax the Tire Procurement/Replacement Form to 1-800-XXX-XXXX. Please include your fax # and a contact name on your fax cover page.

**THE GOODYEAR TIRE & RUBBER COMPANY
PRODUCT SERVICE DEPARTMENT**

4. Once your order is processed you will receive a fax confirmation from the Program Processing Center. All orders will be filled and tires shipped by the nearest Goodyear Wholesale Tire Center.

TO OBTAIN TIRE AND HANDLING ALLOWANCE CREDIT

All tires removed under this Program must be rendered unservicable at the time of removal from the vehicle. Either the tire bead must be cut or a six-inch (6") cut made through the upper sidewall of the tire on the serial side. It is illegal to resell these tires. All tires removed under this program must be returned to the Program Return Center designated for your state (see the Program Return Center table Page 5) This may not be your normal shipping point for tire adjustments. Tire Replacement Forms must be returned in a separate envelope, as a packing list, with the tires. Keep a copy of the Tire Replacement Forms for your records.

Tires and Tire Replacement Forms may be returned when you accumulate at least 25 tires or once every 30 days. Ship freight collect on an approved carrier at the scrap tire rate.

**Ship Program tires separately from your normal adjustment tires
DO NOT MIX**

All returned tires must have standard adjustment tire shipping labels completed and placed on the sidewall above the tire serial number. Please write "Tire Replacement Program" on the label. You must record your nonsig/customer number, claim / reference number, and outlet name on the adjustment tire labels. Labels are available at no charge and can be ordered by calling InfoLink at 1-800-755-2772 or faxing your order to 1-800-532-2298. Ordering information is listed below

Label Form Number	Product Code
B457 (250 labels per roll)	701-801-043
B458 (500 labels per roll)	701-801-044

Program Return Centers		
NORTHEAST & UPPER MIDWEST	SOUTH & LOWER MIDWEST	WEST
Program Return Center Central Ohio Industrial Park Curtis Road, Building 31 Shelby, OH 44875 Phone: 419-347-1067 Fax: 419-347-4330	Program Return Center 248 Dunlop Blvd Huntsville, AL 35824 Phone: 256-772-1451 Fax: 256-772-8427	Program Return Center 5525 East Concourse Ontario, CA 91761 Phone: 909-481-8442 Fax: 909-481-8982
<u>States Covered:</u> Connecticut, Delaware, Illinois, Indiana, Iowa, Kentucky, Maine, Maryland, Massachusetts, Michigan, Minnesota, New Hampshire, New Jersey, New York, North	<u>States Covered:</u> Alabama, Arkansas, Florida, Georgia, Kansas, Louisiana, Mississippi, Missouri, Nebraska, North Carolina, Oklahoma, South Carolina, Tennessee, Texas	<u>States Covered:</u> Arizona, California, Colorado, Idaho, Montana, Nevada, New Mexico, Oregon, Utah, Washington, Wyoming

THE GOODYEAR TIRE & RUBBER COMPANY

PRODUCT SERVICE DEPARTMENT

Dakota, Ohio, Pennsylvania, Rhode Island, South Dakota, Vermont, Virginia, West Virginia, Wisconsin		
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TIRE CREDIT

1. Credit will be issued at the outlet's highest unused purchase price on record for the prior THREE-month period starting with the ship date/adjustment date/delivery date.
2. Should there be an instance where the outlet's request for credit exceeds the prior THREE-month purchases, credits will then be based on the current lowest published Consumer Marketing price provided there are sufficient purchases on record in the last 18-month period.
3. Should an outlet's request for credit exceed all units purchased on record during the above 18-month period, the items in excess will be audited and subject to reversal of any credits granted.

HANDLING ALLOWANCE

You will also receive a handling allowance of \$20 per tire to cover mounting, balancing, and new valve stems if applicable.

Thank you for assisting us in this Program.

**THE GOODYEAR TIRE & RUBBER COMPANY
PRODUCT SERVICE DEPARTMENT**

TIRE PROCUREMENT/REPLACEMENT FORM

Goodyear Retailer: Complete this form per instructions outlined in PSB#2002-XX.

Tire Replacement - Return completed form with tires for processing.

Tire Procurement - Fax completed form to 1-800-XXX-XXXX

OUTLET & CLAIM INFORMATION		Section 1
Outlet Name: _____ Outlet City: _____		
Nonsig #: _____ Reference #: _____ Date: _____		
CONSUMER INFORMATION		Section 1
Consumer Name: _____ Street Address: _____		
City: _____ State: _____ Zip Code: _____		
Phone: (____) - _____ - _____		Section 1
VEHICLE INFORMATION		
Year: _____ Make: _____ Model: _____		
Vehicle Miles/Kilometers: _____		Section 2
Vehicle Identification # (VIN): <input type="text"/>		
REPLACEMENT TIRE INFORMATION - must record DOT #'s of replacement tires.		
Product Code: _____ Tire Size: _____ Tire Name: _____		Section 2
DOT # 1: <input type="text"/>	DOT # 2: <input type="text"/>	
DOT # 3: <input type="text"/>	DOT # 4: <input type="text"/>	
DOT # 5: <input type="text"/>	Tire Quantity: <input type="text"/>	
REMOVAL TIRE INFORMATION - must record DOT #'s of removal tires.		
Tire Size: _____ Tire Name: _____		Section 3
DOT # 1: <input type="text"/>	DOT # 2: <input type="text"/>	
DOT # 3: <input type="text"/>	DOT # 4: <input type="text"/>	
DOT # 5: <input type="text"/>		

THE GOODYEAR TIRE & RUBBER COMPANY
PRODUCT SERVICE DEPARTMENT

GOODYEAR

AKRON, OHIO 44316-0001

**Attention:
Important Safety Program Inside**

ATTACHMENT G