

GM SERVICE OPERATIONS
DCS898
URGENT - DISTRIBUTE IMMEDIATELY

DATE: February 8, 2002
SUBJECT: Goodyear Replacement Tire Program
TO: All General Motors Dealers
ATTENTION: Dealer Operator, General Manager, Sales Manager, Service
Manager and Parts Manager

Plans by Goodyear Tire and Rubber Co. to voluntarily replace about 200,000 tires on GM and competitive light trucks due to tread separation should be referred to as the Goodyear Replacement Tire Program, not the Goodyear Replacement Tire Recall.

In the event that a customer contacts your dealership regarding the the Goodyear Replacement Tire Program, please advise them to contact Goodyear's toll free customer call center at 1-866-797-8977.

General Motors does not sell any vehicles with these tires as original equipment.

END OF MESSAGE
GM SERVICE OPERATIONS

George Person

02X-001

From: lyn_lovell@goodyear.com [hubsntp.gwhub."lyn_lovell@goodyear.com"] on behalf of hubsntp.gwhub."lyn_lovell@goodyear.com"
Sent: Monday, April 28, 2003 1:18 PM
To: George Person
Subject: Re: NHTSA Information Request

George, Dennis O'Connor is out of the country this week. Below, please find the updated version of the information he provided April 24th. If anything further is needed, don't hesitate to call.

Thank you

L Lovell D/461G
330-796-2366
Lyn_Lovell@Goodyear.com

-----Original Message-----

From: hubsntp.gwhub."doconnor@goodyear.com"
[mailto:hubsntp.gwhub."doconnor@goodyear.com"]
Sent: Thu 4/24/2003 4:27 PM
To: George Person
Cc: doconnor@goodyear.com
Subject: NHTSA Information Request

George,

Per your request, following is the detail on the replacement numbers related to Goodyear's proactive replacement program:

Goodyear's 2002 proactive tire replacement program for certain Load Range E Tires on 15-passenger vans and some ambulances resulted in the replacement of approximately 102,000 tires, a return rate of better than 50%.

While typical replacement programs result in much smaller percentage returns, Goodyear took an aggressive position in contacting owners of these vehicles via direct mail lists tied to R.L. Polk vehicle registration data. This action was based on a NHTSA consumer advisory related to the stability of the 15-passenger vans and the increased likelihood of rollover in any event that altered the handling of these vehicles when fully loaded. We also credit NHTSA's second consumer advisory on the stability of these vehicles for alerting owners and operators to the handling issues.

Sincerely,
Dennis O'Connor

The Goodyear Tire & Rubber Company

Akron, Ohio 44316-0001

02X-001

VIA AIRBORNE EXPRESS

February 1, 2002

Mr. Kenneth Weinstein
Associate Administrator
for Safety Assurance
National Highway Traffic
Safety Administration
400 Seventh Street, S.W.
Washington, DC 20590

Dear Mr. Weinstein:

Attached are the following documents which I referenced in my January 28, 2002, letter to you:

1. Attachment A is to be sent by mail to all individuals registered as having purchased the earlier design LT245/75/R16 Load Range E tires who are also registered owners of model year 1992 through 2000 15-passenger vans (with or without the fifth row seat).
2. Attachment B is to be sent by mail to all other registered owners of model year 1996 through 2000 15-passenger vans (with or without the fifth row seat).
3. Attachments C and D are Product Service Bulletins which Goodyear will issue to its Goodyear Company Owned Outlets and Goodyear Contract Dealers.
4. Attachment E is a letter which Goodyear will send to non-participating channels of distribution.
5. Attachment F is a letter which Goodyear intends to send directly to ambulance operators. We intend to cooperate with NHTSA in developing an appropriate list of those operators.
6. Attachment G is a sample envelope in which the letters to be mailed will be enclosed.

Page 2
February 1, 2002
Mr. Kenneth Weinstein

If you have any questions regarding the attachments please do not hesitate to contact me at 330-796-3519.

Sincerely,


Dennis O'Connor
Manager, Government and
Customer Compliance

The Goodyear Tire & Rubber Company

Akron, Ohio 44316-0001

VIA AIRBORNE EXPRESS

February 1, 2002

Mr. Kenneth Weinstein
Associate Administrator
for Safety Assurance
National Highway Traffic
Safety Administration
400 Seventh Street, S.W.
Washington, DC 20590

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Page 2
February 1, 2002
Mr. Kenneth Weinstein

If you have any questions regarding the attachments please do not hesitate to contact me at 330-796-3519.

Sincerely,


Dennis O'Connor
Manager, Government and
Customer Compliance

Date

Customer Name
Customer Address

Your Vehicle: 1999 Sample Vehicle
Your Vehicle Identification Number: 12345678901234567

IMPORTANT SAFETY PROGRAM

Dear [Insert Name]:

You are receiving this letter since you are the owner of a 15-passenger van (with or without the fifth row seat) and a registered owner of Goodyear manufactured [replacement: where appropriate] Load Range E tires.

The Goodyear Tire & Rubber Company has determined that some of the Load Range E tires it manufactured in the past for use on 15 passenger vans (with or without the fifth row seat) have experienced tread separations. According to the National Highway Traffic Safety Administration ("NHTSA"), these vans are more prone to roll over following a tread separation than many other vehicles using similar tires because of the vans' 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.

Since you are an owner of such a van, Goodyear is encouraging you to see if you have any of the tires listed below on your van (including the spare tire). If so, you should contact our company and make arrangements to accept free replacement of any of these tires with the latest design that have an enhanced measure of durability. Please note that this offer only applies to tires that are installed on these large passenger vans. 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 your van and: (1) the size is LT245/75R16; (2) the sidewall stamping reads "Load Range E"; and (3) the sidewall stamping reads, "TREAD 4 PLYES (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. If you are not sure if your tires are covered, and to identify the closest authorized Goodyear retailer, you can call 1-866-797-8977.

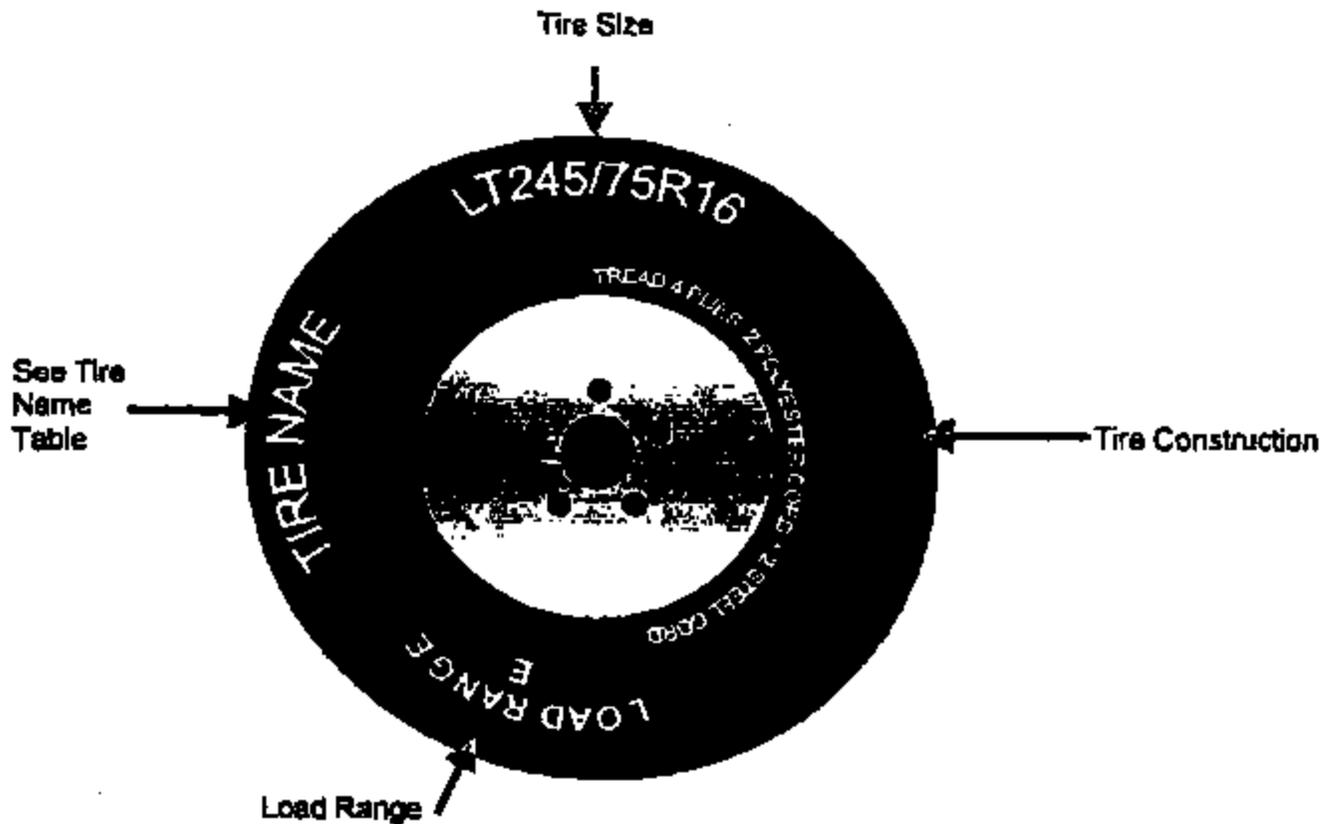
ATTACHMENT A

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	Trailgas
Big O Big Foot	Revenger	Turbo-Tech
Big O Sun Valley	Ridge Runner	Ultra-Tech
Country Squire	Roado 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	
Pamelli 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 tire)

HAVING YOUR TIRES REPLACED

To have your tires replaced with more durable Goodyear Brand tires at no charge by a convenient Authorized Goodyear Retailer, please call 1-866-797-8977. A Goodyear Retailer will make an appointment for free replacement of any covered tire.

The enclosed Tire Procurement/Replacement form will be used by the Goodyear Retailer when replacing your current tires. Please bring it with you to the retailer when having your tires replaced.

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 NHTSA 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.

IMPORTANT INFORMATION ON THE STABILITY OF LARGE PASSENGER VANS

- Large passenger vans have different handling characteristics than passenger cars and other light vehicles. An April 9, 2001 NHTSA study has found that the rate of 15-passenger van rollovers increases dramatically as the number of occupants increases. In fact, 15-passenger vans with 10 or more occupants had a rollover rate in single vehicle crashes that is nearly three times the rate of those that were lightly loaded.
- The loading of these vehicles may also cause the center of gravity to shift rearward and upward, increasing the likelihood of rollover according to NHTSA. The shift in the center of gravity may also increase the potential for loss of control in panic maneuvers.
- Only operators who are experienced in handling this type of vehicle and who are familiar with its handling characteristics under loaded conditions should ever get behind the wheel.
- Please also remember that seat belts are not optional. Not only is wearing a seat belt a law in most of the United States, it saves lives. According to NHTSA, eighty percent of those who died in single vehicle rollover accidents in 1999 were not buckled up.

Thank you for taking the time to read this important safety information. For further information on vehicle and tire safety, please see www.nhtsa.dot.gov and www.goodyear.com.

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

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

Outlet Name: _____ Outlet City: _____
Nonsig #: _____ Reference #: _____ Date: _____

CONSUMER INFORMATION

Consumer Name: _____ Street Address: _____
City: _____ State: _____ Zip Code: _____
Phone: (____) - _____ - _____

VEHICLE INFORMATION

Year: _____ Make: _____ Model: _____
Vehicle Miles/Kilometers: _____
Vehicle Identification # (VIN):

Section 1

REPLACEMENT TIRE INFORMATION - must record DOT #'s of replacement tires.

Product Code: _____ Tire Size: _____ Tire Name: _____
DOT # 1:
DOT # 2:
DOT # 3:
DOT # 4:
DOT # 5:
Tire Quantity:

Section 2

REMOVAL TIRE INFORMATION - must record DOT #'s of removal tires.

Tire Size: _____ Tire Name: _____
DOT # 1:
DOT # 2:
DOT # 3:
DOT # 4:
DOT # 5:

Section 3

Date

IMPORTANT SAFETY PROGRAM

Dear [Insert Name]:

The Goodyear Tire & Rubber Company has determined that some of the Load Range E tires it manufactured in the past for use on 15-passenger vans (with or without the fifth row seat) have experienced tread separations. According to the National Highway Traffic Safety Administration ("NHTSA"), these vans are more prone to roll over following a tread separation than many other vehicles using similar tires because of the vans' 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.

Since you are an owner of such a van, Goodyear is encouraging you to see if you have any of the [replacement: where appropriate] tires listed below on your van (including the spare tire). If so, you should contact our company and make arrangements to accept free replacement of any of these tires with the latest design that have an enhanced measure of durability. This offer of free replacement extends through [6 months]

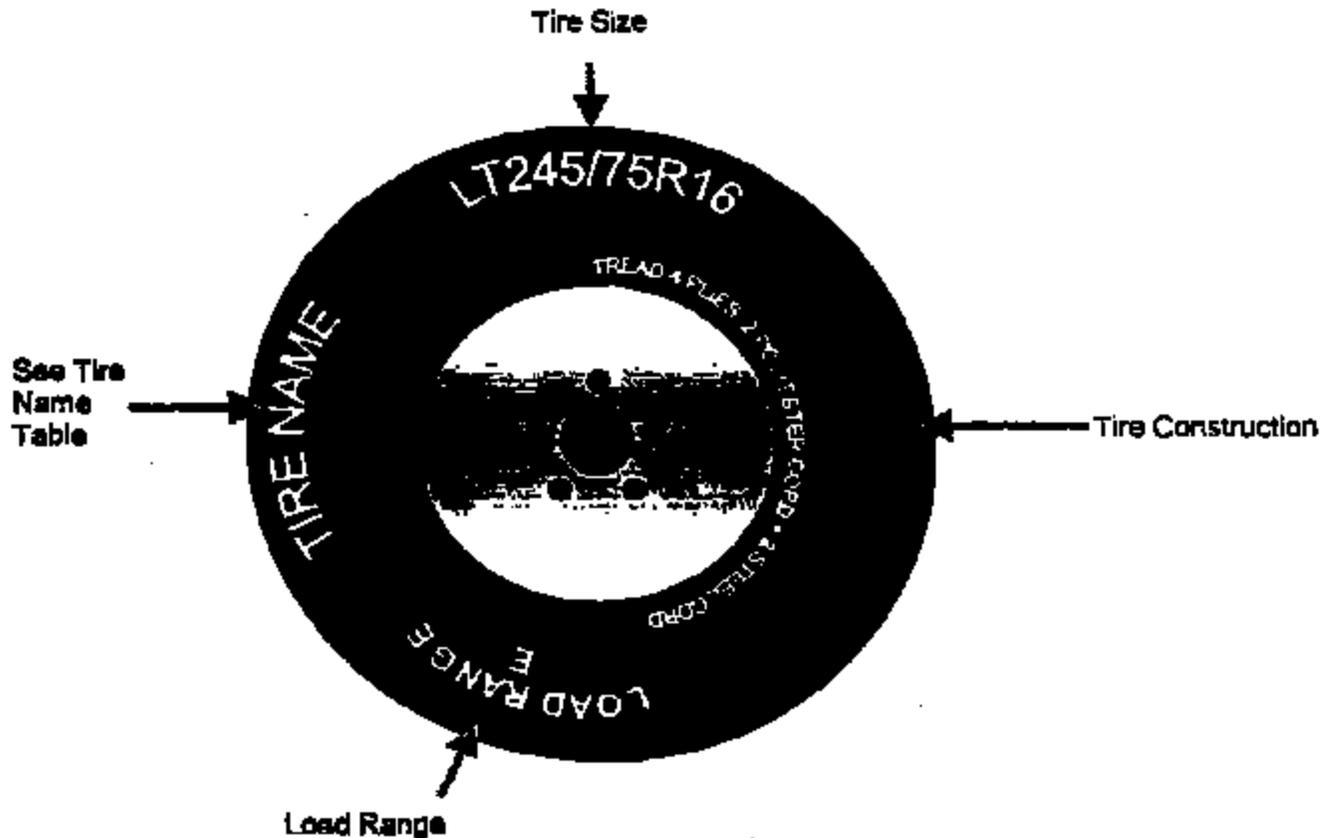
DESCRIPTION OF TIRES COVERED AND HOW YOU CAN IDENTIFY THEM

If you have one of the tires listed in the following chart on your van 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. If you are not sure if your tires are covered, and to identify the closest authorized Goodyear retailer, you can call 1-866-797-8977.

COVERED TIRE NAMES

Goodyear Wrangler	Path Trac	Trail Finder
Goodyear Workhorse	Pathfinder	Trail Handler
Goodyear Tracker	Pathmax	Trail Mark
Goodyear Radial H/T	Pos-1-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
Landar	Trail Buster	
Landquest	Trail Climber	
Parnell 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 tire)

HAVING YOUR TIRES REPLACED

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The enclosed Tire Procurement/Replacement form will be used by the Goodyear Retailer when replacing your current tires. Please bring it with you to the retailer when having your tires replaced.

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Tires are the only part of your vehicle that touch the road and demand an appropriate amount of attention. A NHTSA 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.

IMPORTANT INFORMATION ON THE STABILITY OF LARGE PASSENGER VANS

- Large passenger vans have different handling characteristics than passenger cars and other light vehicles. An April 9, 2001 NHTSA study has found that the rate of 15-passenger van rollovers increases dramatically as the number of occupants increases. In fact, 15-passenger vans with 10 or more occupants had a rollover rate in single vehicle crashes that is nearly three times the rate of those that were lightly loaded.

- The loading of these vehicles may also cause the center of gravity to shift rearward and upward, increasing the likelihood of rollover according to NHTSA. The shift in the center of gravity may also increase the potential for loss of control in panic maneuvers.
- Only operators who are experienced in handling this type of vehicle and who are familiar with its handling characteristics under loaded conditions should ever get behind the wheel.
- Please also remember that seat belts are not optional. Not only is wearing a seat belt a law in most of the United States, it saves lives. According to NHTSA, eighty percent of those who died in single vehicle rollover accidents in 1999 were not buckled up.

Thank you for taking the time to read this important safety information. For further information on vehicle and tire safety, please see www.nhtsa.dot.gov and www.goodyear.com.

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

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 1-800-300-3000

OUTLET & CLAIM INFORMATION

Outlet Name: _____ Outlet City: _____

Nonsig #: _____ Reference #: _____ Date: _____

CONSUMER INFORMATION

Consumer Name: _____ Street Address: _____

City: _____ State: _____ Zip Code: _____

Phone: (____) - _____

VEHICLE INFORMATION

Year: _____ Make: _____ Model: _____

Vehicle Miles/Kilometers: _____

Vehicle Identification # (VIN):

Section 1

REPLACEMENT TIRE INFORMATION - must record DOT #'s of replacement tires.

Product Code: _____ Tire Size: _____ Tire Name: _____

DOT # 1:

DOT # 2:

DOT # 3:

DOT # 4:

DOT # 5:

Tire Quantity:

Section 2

REMOVAL TIRE INFORMATION - must record DOT #'s of removal tires.

Tire Size: _____ Tire Name: _____

DOT # 1:

DOT # 2:

DOT # 3:

DOT # 4:

DOT # 5:

Section 3

THE GOODYEAR TIRE & RUBBER COMPANY
PRODUCT SERVICE DEPARTMENT

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 Anasheos	Range Rider	Trailboss
Big O Big Foot	Revanger	Turbo-Tech
Big O Sun Valley	Ridge Runner	Ultra-Tach
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

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 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 already 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 LT235/85R16 LRE tires. Owners of these vans are also eligible for free Goodyear brand replacement tires with the latest design. This offer of free replacement extends through September 30, 2002.

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**

ATTACHMENT D

ELIGIBLE 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 Apache	Range Rider	Trailboss
Big O Big Foot	Revenger	Turbo-Tech
Big O Sun Valley	Ridge Runner	Ultra-Tech
Country Squire	Roaden 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	

ELIGIBLE LOAD RANGE & TIRE CONSTRUCTION

Sidewall stamping on both sides of the tire reads:

TREAD 4 PLYES 2 POLYESTER CORD + 2 STEEL CORD

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

The Tire Procurement/Replacement Form will be 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, tire 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.
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.

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

TO OBTAIN TIRE AND HANDLING ALLOWANCE CREDIT

All tires removed under this Program must be rendered unserviceable 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 5825 East Concourse Ontario, CA 91761 Phone: 909-481-8442 Fax: 909-481-8962
<u>States Covered:</u> Connecticut, Delaware, Illinois, Indiana, Iowa, Kentucky, Maine, Maryland, Massachusetts, Michigan, Minnesota, New Hampshire, New Jersey, New York, North Dakota, Ohio, Pennsylvania, Rhode Island, South Dakota, Vermont, Virginia, West Virginia, Wisconsin	<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**

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 P&B#2002-XX.
Tire Replacement - Return completed form with tires for processing.
Tire Procurement - Fax completed form to 1-800-xxx-xxxx

OUTLET & CLAIM INFORMATION

Outlet Name: _____ Outlet City: _____
Nonsig #: _____ Reference #: _____ Date _____

CONSUMER INFORMATION

Consumer Name: _____ Street Address: _____
City: _____ State.: _____ Zip Code: _____
Phone: (____) - _____ - _____

VEHICLE INFORMATION

Year: _____ Make: _____ Model: _____
Vehicle Miles/Kilometers: _____
Vehicle Identification # (VIN):

Section 1

REPLACEMENT TIRE INFORMATION - must record DOT #'s of replacement tires.

Product Code: _____ Tire Size: _____ Tire Name: _____
DOT # 1:
DOT # 2:
DOT # 3:
DOT # 4:
DOT # 5:
Tire Quantity:

Section 2

REMOVAL TIRE INFORMATION - must record DOT #'s of removal tires.

Tire Size: _____ Tire Name: _____
DOT # 1:
DOT # 2:
DOT # 3:
DOT # 4:
DOT # 5:

Section 3

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

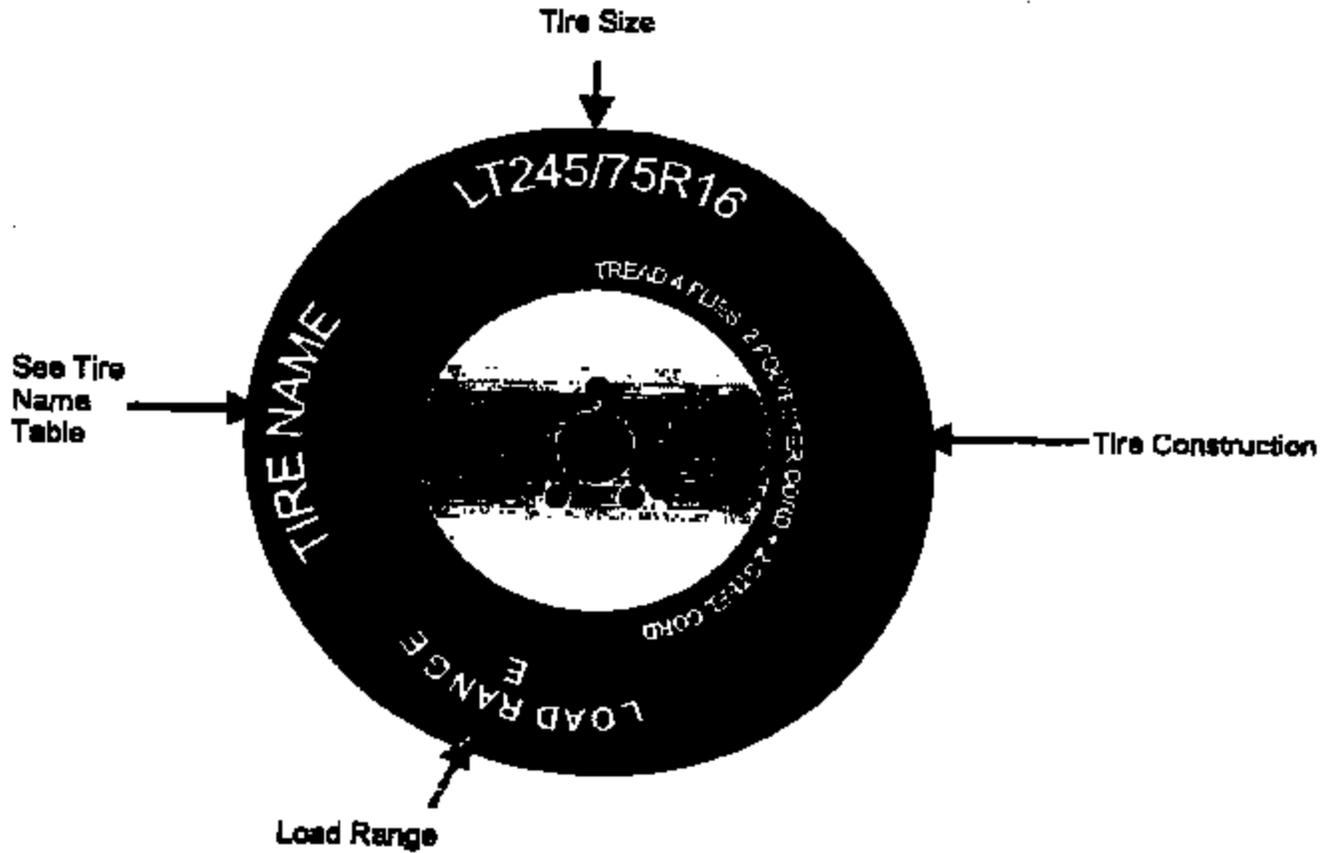
If you have one of the tires listed in the following chart on an ambulance and: (1) the size is LT245/75R16; (2) the sidewall stamping reads "Load Range E"; and (3) the sidewall stamping reads, "TREAD 4 PLYES (2 POLYESTER CORD + 2 STEEL CORD)," then your tires are eligible for free replacement. A depiction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

GOOD YEAR

AKRON, OHIO 44316-0001

**Attention:
Important Safety Program Inside**

ATTACHMENT G