

Product Service Bulletin

Important Information To Better Serve Your Customers

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

April 28, 2022

PSB #2022-06

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

Subject: 295/75R22.5 Endurance LHS Commercial Tire Customer Satisfaction Campaign

The Goodyear Tire & Rubber Company is aware that some **295/75R22.5 Endurance LHS, load range G and H**, tires manufactured week **4821 (the “subject tires”)** have experienced crown separations and some center rib detachments that have resulted in adjustments and property damage claims. Due to the level of customer dissatisfaction, we have decided to conduct this proactive Customer Satisfaction Campaign to replace the subject tires.

Letters will be mailed to owners of these tires in the near future 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 verified as being “subject tires” and replaced. 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 dismounting, mounting, balancing, and handling costs.

Tire Involved in the 295/75R22.5 Endurance LHS Customer Satisfaction Campaign

Size	Type	Product Code	Load Range	TIN (DOT#)
295/75R22.5	Endurance LHS	756-220-753	H	MC37C8BW4821
295/75R22.5	Endurance LHS	756-603-753	G	MC37JMBW4821

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.

If Goodyear has not arranged with you to provide a list of customers who may have purchased these tires, we encourage you to query your records for customers who purchased the tires listed above and contact them. Attached for your convenience is a Goodyear Dealer 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

Campaign Handling Procedure

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

1. Verify that the tire size, type, TIN (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.

Replacement Tire

Size	Type	Load Range	Product Code
295/75R22.5	Endurance LHS	H	756-220-753
295/75R22.5	Endurance LHS	G	756-603-753

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

Campaign Reimbursement Schedule

	Amount Reimbursed	Reimbursement Process
Replacement Tire(s)	Active invoice price on the date of adjustment	Adjustment claim process detailed below
Handling Allowance for Demount, Mount & Balance for qualifying tire(s)	\$95.00 per tire	Adjustment claim process detailed below
Handling Allowance for unsold, unmounted tires	Standard handling allowance	Adjustment claim process detailed below

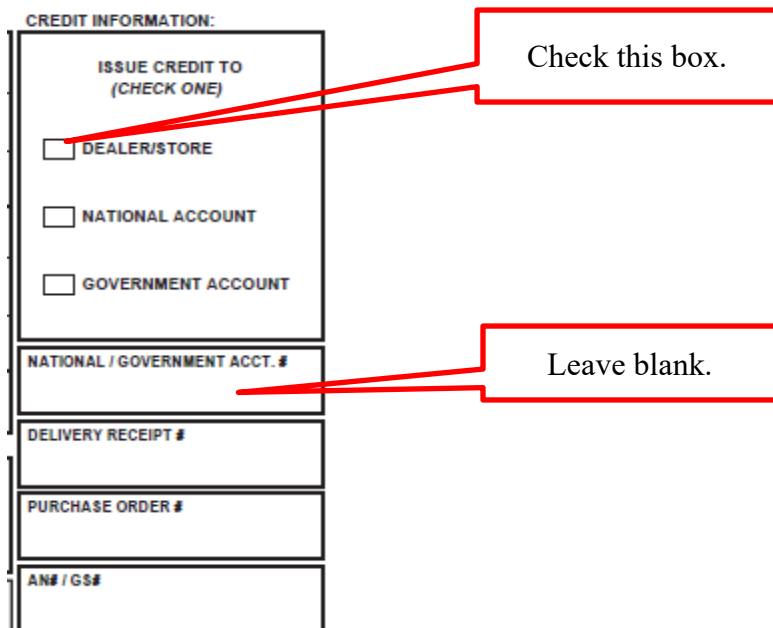
Adjustment Claim Form Processing Instructions

- 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 “**Endurance LHS 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 2021-01A, 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).

CREDIT INFORMATION:	
ISSUE CREDIT TO (CHECK ONE)	
<input type="checkbox"/>	DEALER/STORE
<input type="checkbox"/>	NATIONAL ACCOUNT
<input type="checkbox"/>	GOVERNMENT ACCOUNT
NATIONAL / GOVERNMENT ACCT. #	
DELIVERY RECEIPT #	
PURCHASE ORDER #	
AN# / GS#	



Do not create a Delivery Receipt, the credit will be processed as a regular adjustment.

In order to receive the special handling allowance, for all Endurance LHS tires submitted for a National Account customer, the above instruction **must** be followed.

Campaign Duration

This campaign will end October 31, 2022. Claims dated November 1, 2022 or later will not qualify under this program. All adjustments and reimbursement forms must be returned to your Product Service Center by November 30, 2022.

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.