

PRODUCT SERVICE BULLETIN

IMPORTANT INFORMATION TO BETTER SERVE YOUR CUSTOMERS

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

PSB #2026-08

July 17, 2026

TO: Goodyear Company Owned Stores, Independent Goodyear Dealers, Cooper, Roadmaster Independent Dealers, Velocity Dealers & Wholesale Distributors

Subject: 11R22.5 Endurance MSD Commercial Tire Customer Satisfaction Campaign

The Goodyear Tire & Rubber Company is aware that some 11R22.5 Endurance MSD Load Range H commercial truck drive tires manufactured in DOT weeks 2825 through 3125 (July 13, 2025, through August 9, 2025) ("subject tires") have experienced a thin undertread gauge condition, resulting in innerliner related adjustments. 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 soon 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" 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 11R22.5 Endurance MSD Customer Satisfaction Campaign

Size	Type	Product Code	Load Range	TIN (DOT#)
11R22.5	Endurance MSD	138-014-012	H	1MJ3TM1AW2825-3125

Immediate Action Required

Please check your inventory for any unsold 11R22.5 Endurance MSD, Load Range H tires to determine if any of the TIN date codes are in your inventory. Any such tires found in inventory should be returned for full credit through the warranty return process, detailed below. See Product Service Bulletin 2021-04, in the Product Service area of Tire-HQ, for information on how to read Tire Identification Number (TIN) DOT numbers.

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
11R22.5	Endurance MSD	H	138-014-012

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

Campaign Reimbursement Schedule

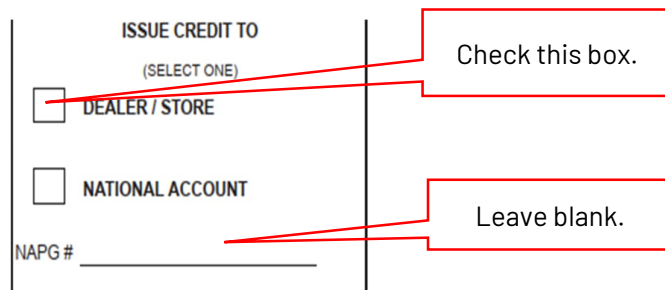
	Amount Reimbursed	Reimbursement Process
Replacement Tire(s)	Active invoice price on the date of adjustment	Adjustment claim process detailed below
Handling Allowance for Demount, Mount & Balance for qualifying tire(s)	\$95.00 per tire	Adjustment claim process detailed below
Handling Allowance for unsold, 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 MSD 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 2025-09A, for U.S. PSB 2025-15 for Canada, 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).



ISSUE CREDIT TO
(SELECT ONE)

☒ DEALER / STORE

☐ NATIONAL ACCOUNT

NAPG # _____

Check this box.

Leave blank.

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

To receive the special handling allowance, for all Endurance MSD tires submitted for a National Account customer, the above instructions **must** be followed.

Campaign Duration

This campaign will end on January 31, 2027. Claims dated February 1, 2027 or later will not qualify under this program. All adjustments and reimbursement forms must be returned to your Product Service Center by February 28, 2027.

Questions or Problems

If you have questions, please contact your National Field Manager Product Service or call our Customer Assistance Center at 1-800-321-2136. Contact information for your National Field Manager Product Service can be found on Tire-HQ.