



July 17, 2026

Goodyear Customer Satisfaction Campaign

11R22.5 Endurance MSD Load Range H

Dear Endurance MSD Customer:

The Goodyear Tire & Rubber Company is aware that some **11R22.5 Endurance MSD, LR 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.

Records indicate that you may have purchased one or more of the subject tires. You should contact the nearest authorized Goodyear Commercial Tire and Service Network location or authorized Goodyear commercial truck tire dealer and arrange for them to inspect your 11R22.5 Endurance MSD drive tires to determine if they qualify for free replacement. If your commercial truck is found to be fitted with qualifying Endurance MSD tires, they will be replaced at no-charge.

DESCRIPTION OF TIRES COVERED BY THIS CAMPAIGN

Size	Type	Load Range	DOT# Range
11R22.5	Endurance MSD	H	1MJ 3TM1AW2825-3125

HOW TO OBTAIN A TIRE INSPECTION

Contact the Goodyear Commercial Tire and Service Network location or authorized Goodyear commercial truck tire dealer where you purchased the tires or contact the nearest Goodyear truck tire retailer. To find the nearest retailer, go to goodyeartrucktires.com and enter your location information in the Find A Dealer area. The retailer will inspect the tires and let you know if they qualify for replacement as part of this campaign.





CUSTOMER SATISFACTION CAMPAIGN DURATION

This campaign will end on January 31, 2026. Please arrange for a tire inspection as soon as possible.

IF YOU HAVE A PROBLEM

If further assistance is required, please contact Goodyear Consumer Relations, D728 at 200 Innovation Way, Akron, Ohio 44316, or by calling toll free 1-800-321-2136.

REIMBURSEMENT

If you have already replaced any of the tires covered by this customer satisfaction campaign, you may be eligible for reimbursement. Reimbursements are limited to warranty transactions where you paid a portion of the total price of a tire to replace an affected tire. Documentation that adequately supports eligibility **must** be provided for reimbursement. Submit a copy of your replacement tire invoice/receipt and a copy of the tire adjustment claim form to the following address for reimbursement consideration. No reimbursements will be made without the required documentation.

The Goodyear Tire & Rubber Company
Attn: Dept. 728, Consumer Relations
200 Innovation Way
Akron, OH 44316-0001

We apologize for any inconvenience this may cause you and thank you for your attention to this important matter. Your continued satisfaction is of the utmost importance to Goodyear.

Sincerely,

The Goodyear Tire & Rubber Company

