

# Product Service Bulletin

## Important Information To Better Serve Your Customers

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

September 1, 2016

PSB #2016-13

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

**Subject: P205/70R15 95T Dunlop SP 50 Noncompliance Recall**

The Goodyear Tire & Rubber Company has determined that a noncompliance with FMVSS 139 test standards occurred during compliance testing. This noncompliance involves P205/70R15 Dunlop SP 50 tires manufactured from week 4912 through week 0314 at the Lawton, OK plant (the "subject tires"). The noncompliant test tire exhibited a tread element chunk during the low inflation pressure performance portion of an FMVSS 139 endurance test. Goodyear is conducting a voluntary recall of the subject tires.

Letters will be mailed to owners of these tires in September 2016 asking them to contact an authorized Goodyear retail outlet and arrange to have their tires replaced. We request your assistance in handling customers involved in this recall. For each qualifying tire(s) returned, Dealers will receive full credit for the replacement tire(s) installed. In addition, dealers will receive a handling allowance for demounting, mounting and balancing.

### Recalled Tire Involved is the P205/70R15 95T Dunlop SP 50

Size	Brand	Type	Product Code	DOT# Range
P205/70R15	Dunlop	SP 50	263-002-370	M6M0LTER4912 through 0314

**Example of Tire DOT:**



### Immediate Action Required

Please check your inventory for any unsold subject tires. Any such tires found in inventory must not be sold and 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 after December 2, 2012, and contact them. Attached for your convenience is a sample letter you can send to your customers advising them of this recall. Also attached is a sample

THE GOODYEAR TIRE & RUBBER COMPANY & GOODYEAR CANADA INC.  
PRODUCT SERVICE DEPARTMENT

Page 1 of 6

cover letter you can copy onto your letterhead to send along with our recall letter. 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

**Handling & Tire Inspection Procedure –**

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

1. Verify that the tire size, type, and DOT number match the “Tire Involved in the P205/70R15 Dunlop SP 50 Recall” as described in the preceding table. Be sure the tire is in the specified date range. P205/70R15 95S Dunlop SP 50 tires produced before the 49th week of 2012 (4912) and after the 3rd week of 2014 (0314) are **not** included in the recall. **If the tires qualify, replace at no charge to the consumer** with “Approved Replacement Tire” as described below.
2. Complete a **Tire Claim Form** (see form listed below) for tire and handling allowance reimbursement. For vehicles that did not have any recalled tires you can complete and submit the P205/70R15 Dunlop SP 50 Recall Tire Inspection Reimbursement Form to receive \$15.00 (per vehicle) for checking the tires. Be sure to record the tire DOT#’s and get a copy of the original purchase invoice **and/or** recall notification letter from the customer.
3. With your next shipment of adjustment tires, return all tires adjusted under this recall to your Product Service Center along with the **Tire Claim Form**. Keep a copy of all documentation for your records. Follow the usual adjustment tire return procedures. See the Adjustment Procedure Guide or Product Service Bulletin for U.S. and Canada, in the Product Service section of Tire-HQ for adjustment return procedures and for contact information.

**Approved Replacement Tire**

Replace qualifying Dunlop SP 50 tires with the tire line listed below:

Size	Brand	Type	Product Code
P205/70R15	Goodyear	Assurance Fuel Max	738-236-571

If you need help with ordering replacement tires, please call for assistance. U.S. customers can call 800-755-2772, Canada customers should call 800-268-2216.

**Recall Reimbursement Schedule**

	Amount Reimbursed	Reimbursement Process
<b>Replacement Tire(s)</b>	Full acquisition cost	Adjustment claim process detailed below
<b>Handling Allowance for Demount, Mount &amp; Balance for mounted tire(s)</b>	\$35.00 per tire	Adjustment claim process detailed below
<b>Handling Allowance for unsold, unmounted tires</b>	Standard handling allowance	Adjustment claim process detailed below
<b>Tire Inspection to Determine if the DOT# is in the recall date range.</b>	\$15.00 per vehicle	Complete a Tire Inspection Reimbursement Form
<b>Tire inspection credit will be issued separately from tire credit and adjustment handling allowance.</b>		

## **Adjustment Claim Processing Instructions (Excluding GBMS):**

### Manual Adjustment Claim Forms

- Complete a **Tire Claim Form** (listed below) according to the instructions on the form.

### Tire-HQ Claim Forms

- Enter a Tire-HQ adjustment in the usual manner
- For the Removal Reason choose "Recall/Special Campaign"
- Record "Dunlop SP 50 Recall" in the Comments field
- Complete a **Tire Claim Form** (listed below) according to the instructions on the form and return with the tires

### GBMS Adjustment Claim Processing Instructions

- Use condition code "GX - Customer Satisfaction Campaign/Recall".
- Enter a qualifying recall product code.
- Record "Dunlop SP 50 Recall" in the Special Info field
- When replacing tires under this recall, the tires must be replaced to the consumer at no charge. When entering the adjustment in GBMS, if a replacement price greater than zero is generated, override the replacement price field with "00". As the adjustment screen is completed GBMS will generate the following message "REMINDER: ENTER CONCESSION APPROVAL NOW OR ON MANIFEST SCREEN". Simply ignore this message by pressing the appropriate function key. No concession approval number is required for claims processed under this voluntary recall.
- Record the product code of the replacement tire.
- Credit will be issued when the tires are received and processed at the Product Service Center. **Adjustments will not be automatically credited** and will not appear on weekly or monthly adjustment sampling reports. **GBMS locations must create a Product Adjustment Manifest and must also send in a copy of the customer's invoice which will show both the replacement tire and removal tire** when returning tires replaced under this program. The Product Adjustment Manifest function can be found on the GBMS Administration menu. Following are the instructions for creating a Product Adjustment Manifest in GBMS.

### GBMS Product Adjustment Manifest Instructions

1. Type an "H" in the SND (Send column) to hold a tire from this shipment manifest (will appear on next manifest).
2. Type a "D" in the SND (Send column) to delete a tire from the manifest. The tire does not appear on a subsequent manifest.
3. Leave the SND (Send column) field blank to include the tire on this manifest.
4. APPR/INVO field will display Approval Numbers that were entered on PACS screen or Invoice Numbers of corrected documents. You can also enter Approval Numbers if they were not entered while processing the PACS document.
5. Use ITEM CHECK MANIFEST function key to print a preliminary copy of the manifest.
6. Use CREATE MANIFEST function key to print and send the final manifest.
7. Use CHANGE TYPE function key to switch to P from B adjustments and vice versa.
8. Use REPRINT MANIFEST to print the last previously created manifest.
9. Use END function key to return to the previous menu.
10. Use HELP function key (F12) to display 'Field Help' by positioning the cursor in the field where 'help' is needed and press F12.

**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.

# TIRE CLAIM FORM – P205/70R15 Dunlop SP 50 Recall

**Goodyear Retailer: Complete this form for credit for the replacement tire(s).**  
Return completed form with tires for processing. Keep a copy for your records.

## OUTLET & CLAIM INFORMATION

Outlet Name: \_\_\_\_\_ Outlet City: \_\_\_\_\_

Nonsig #: \_\_\_\_\_ Claim #: \_\_\_\_\_ Date \_\_\_\_\_

## CONSUMER INFORMATION

Consumer Name: \_\_\_\_\_ Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State/Province: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone: (\_\_\_\_\_) - \_\_\_\_\_ - \_\_\_\_\_

## VEHICLE INFORMATION

Year: \_\_\_\_\_ Make: \_\_\_\_\_ Model: \_\_\_\_\_

Vehicle Miles/Kilometers: \_\_\_\_\_

## 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:

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

Tire Size: P205/70R15 Tire Name: DUNLOP SP 50

DOT # 1:

DOT # 2:

DOT # 3:

DOT # 4:

DOT # 5:

**P205/70R15 95T Dunlop SP 50 Recall**  
**Vehicle Tire Inspection Reimbursement Form**  
 (One form per vehicle)

<b>Outlet Information</b>	
<b>Customer#/Nonsig #</b>	
<b>Outlet Name</b>	
<b>Contact Name</b>	
<b>Contact Phone #</b>	

<b>Claim Information</b>	
<b>Adjustment Claim # (if adjusted)</b>	
<b>Claim Date</b>	
<b>Number of Qualifying Tires Replaced</b>	
<b>DOT# of each tire Inspected</b>	
<b>No-Charge Invoice #</b>	
<b>Tire Inspection</b>	<input type="checkbox"/> <b>Tire Inspection (\$15.00 per vehicle )</b>

<b>Consumer/End-User Information</b>	
<b>Name</b>	
<b>Street Address</b>	
<b>City</b>	
<b>State/Province</b>	
<b>Zip/Postal Code</b>	
<b>Phone #</b>	

<b>Vehicle Information</b>	
<b>Vehicle Identification #</b>	
<b>Vehicle Year</b>	
<b>Vehicle Make</b>	
<b>Vehicle Model</b>	

**Attach the no-charge invoice, adjustment claim form , and the original purchase invoice and/or recall notification letter to this reimbursement form and return to your Product Service Center with your next shipment of adjustment tires.**