

Product Service Bulletin

Important Information To Better Service Your Customers

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

October 1, 2016

PSB #2016-16

TO: Wingfoot Truck Care Centers, Goodyear/Dunlop Commercial Dealers

Subject: 295/75R22.5 Goodyear G399A LHS LR G Voluntary Recall

Goodyear has determined that 295/75R22.5 G399A LHS Load Range G tires manufactured in Danville, VA from the 4th week thru 7th week of 2016 **with a Curing Press ID of A6L & A6R** and from the 19th week thru 21st week of 2016 **with a Curing Press ID of V9L & V9R** may contain a manufacturing condition which could lead to a tread separation. As a result, the company has decided to recall these tires.

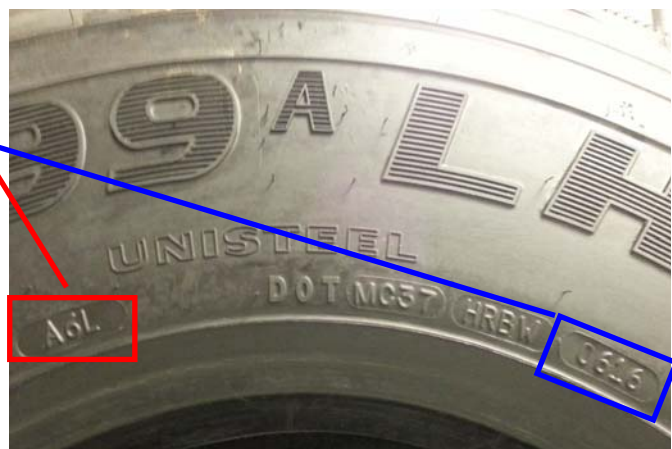
Letters will be mailed in October 2016 to owners of these tires asking them to contact an authorized Goodyear Commercial Tire & Service Center or Goodyear dealer and arrange to have their tires inspected and replaced if necessary. We request your assistance in handling customers involved in this voluntary recall. Dealers will receive full credit for each qualifying tire(s) returned. In addition, dealers will receive reimbursement for tire inspection, mounting, balancing, and handling costs.

Tires Involved in Recall:

| Size | Type | Product Code | Material Number | Curing Press ID | DOT#’s |
|-------------|-------------------------|--------------|-----------------|-----------------|---------------------------------|
| 295/75R22.5 | Goodyear G399A LHS LR G | 756-817-596 | 215251 | A6L & A6R | MC37HRBW0416, 0516, 0616 & 0716 |
| 295/75R22.5 | Goodyear G399A LHS LR G | 756-817-596 | 215251 | V9L & V9R | MC37HRBW1916, 2016 & 2116 |

Very Important
Curing Press ID must be A6L or A6R for DOT codes MC37HRBW0416, 0516, 0616 & 0716 ONLY.

Curing Press ID must be V9L or V9R for DOT codes MC37HRBW1916, 2016 & 2116 ONLY.



Immediate Action Required

Please check your inventory for any unsold tires involved in this recall. Any tires found in inventory must be inspected through the warranty return process detailed below. Please be aware that it is a violation of law for a dealer to sell tires covered by this recall that contain the condition described below. See Product Service Bulletin 2015-11, in the Product Service area of Tire-HQ, for information on reading DOT#'s.

Tire Inspection and Recall Handling Procedure

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

1. Verify that the tire size, type, DOT numbers **and** curing press id's match the **"Tires Involved in Recall"** as described above. Tires produced before the 4th week of 2016 and after the 7th week of 2016 for **Curing Press ID A6L and A6R** and tire produced before the 19th week of 2016 and after the 21st week of 2016 for **Curing Press ID V9L and V9R** are **not** included in the recall.
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 | Product Code | Material Number |
|-------------|-------------------------|--------------|-----------------|
| 295/75R22.5 | Goodyear G399A LHS LR G | 756-817-596 | 215251 |

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

Recall Reimbursement Schedule

| | Amount Reimbursed | Reimbursement Process |
|---|---|---|
| Replacement Tire(s) | Full acquisition cost | Adjustment claim process detailed below |
| Handling Allowance for Demount, Mount & Balance for mounted tire(s) | \$69.00 per tire \$10.00 per tire handling allowance | 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 **"G399A LHS Voluntary Recall"**.
- Return recalled tires to your Product Service Center with your next shipment of adjustments. Follow the usual adjustment tire return procedures. See Product Service Bulletin 2016-12, in the Product Service section on Tire-HQ, for adjustment return procedures.

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 you National Field Manager Product Service, can be found in Product Service Bulletin on Tire-HQ.