

# Product Service Bulletin

Important Information To Better Serve Your Customers

This PSB Is Applicable To: U.S.

February 7, 2020

PSB #2020-01

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

**Subject: P255/65R18 109S Goodyear Fortera HL Voluntary Recall  
(NHTSA Recall No. 20T002)**

The Goodyear Tire & Rubber Company is conducting a voluntary recall for Fortera HL, size P255/65R18 109S produced in our Napanee, ON manufacturing facility (“subject tires”).

#### Reason For This Recall:

Goodyear has determined that a defect which relates to motor vehicle safety exists in certain of the subject tires manufactured in weeks 4419 and 4519 (mid-November). Certain tires may have been built incorrectly due to a tire machine malfunction that may result in out of specification belt widths that could result in belt separation which could lead to loss of vehicle control potentially resulting in a crash.

Letters will be mailed to owners of these tires during February or March 2020 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. Dealers will receive full credit for each qualifying tire returned. In addition, dealers will receive a handling allowance for demounting, mounting and balancing.

#### Tire Involved: P255/65R18 109S Goodyear Fortera HL

Size	Type	Product Code	DOT Numbers
P255/65R18 109S	Goodyear Fortera HL	151-559-248	4BXMARDR 4419 & 4519

#### 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. It is a violation of Federal law to sell or lease a new or used tire for use on a motor vehicle covered by this recall, and any person who knowingly and willfully does so, is required to notify the National Highway Traffic Safety Administration (NHTSA) of the sale or lease of the recalled tire.

## 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 - the P255/65R18 109S Goodyear Fortera HL - as described in the preceding table. Be sure the tire was produced during the specified date, as indicated in the last four digits of the DOT number. Tires produced outside 44th & 45th week of 2019 (4419 & 4519) are **not** included in the recall. **If the tires qualify, replace at no charge to the consumer** with “Recommended Replacement Tires” as described below. **Within 24 hours of receiving a tire covered by this Recall or identifying a tire covered by this Recall in your inventory, any such tire should be rendered unsuitable for resale for installation on motor vehicles. Examples of this includes but are not limited to: cut one or two beads completely through in two places 180 degrees apart; or make one or more 6” (minimum length) circumferential cut in one sidewall or shoulder completely through the carcass.** Complete a Product Adjustment Claim Form for tire and handling allowance reimbursement. Information on completing the adjustment claim form can be found in the Adjustment Procedure Guide located in the Product Service area on Tire-HQ.
2. With your next shipment of adjustment tires, return all tires adjusted under this recall and rendered unsuitable as described above to your Product Service Center along with the adjustment claim form (if applicable). 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. in the Product Service section of Tire-HQ for adjustment return procedures and for contact information.
3. This recall campaign expires on October 31, 2020.

## Replacement Tires

Replace qualifying tires with Goodyear Fortera HL tires in the same size and sidewall designations. If you need help with ordering replacement tires, please call for assistance, customers can call 800-755-2772.

## Recall Reimbursement Schedule

	Amount Reimbursed	Reimbursement Process
<b>Qualifying 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

## Adjustment Claim Processing Instructions (Excluding GBMS):

### Manual Adjustment Claim Forms

- Complete a Product Adjustment Claim Form according to the instructions with the form.
- In the Removal Reason Box record “Goodyear Fortera HL Recall”

### Tire-HQ Claim Forms

- Enter a Tire-HQ adjustment in the usual manner

- For the Removal Reason choose “Customer Satisfaction Campaign/Recall”
- Record “Goodyear Fortera HL Recall” in the Special Information field

### **GBMS Adjustment Claim Processing Instructions**

- Use condition code “GX Customer Satisfaction Campaign/Recall”.
- Enter a qualifying recall product code.
- Record “Goodyear Fortera HL 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** 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.