

# The Goodyear Tire & Rubber Company

Akron, Ohio 44316-0001

February 24, 2020

## **IMPORTANT SAFETY RECALL** NHTSA Recall No. 20T002

Dear Goodyear Fortera HL Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Goodyear has determined that a defect which relates to motor vehicle safety exists in certain Goodyear Fortera HL tires, size P255/65R18 109S, manufactured in weeks 4419 and 4519 (mid-November). Goodyear is therefore conducting a voluntary tire recall. We are contacting you because records indicate that you may have purchased one or more of the subject tires.

### **What is the Problem?**

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.

### **What Tires Are Affected?**

This recall involves the following tires:

| Size            | Type                | Product Code | DOT Number          |
|-----------------|---------------------|--------------|---------------------|
| P255/65R18 109S | Goodyear Fortera HL | 151-559-248  | 4BXMARDR4419 - 4519 |

Only tires produced during the specified period, as indicated by the last four digits of the DOT number, i.e., “4419” and “4519” (representing the 44<sup>th</sup> and 45<sup>th</sup> week of 2019), are being recalled. Tires produced outside the 44<sup>th</sup> and 45<sup>th</sup> week of 2019 are not included in the recall.

Note: Please be sure to check your spare tire as well.

### **What Should You Do?**

If you own one or more of the subject tires, the tire(s) will be replaced at no charge to you with another P255/65R18 109S Goodyear Fortera HL tire that is outside the affected date range, including mounting and balancing. We recommend that you contact a Goodyear retailer as described below when you receive this letter. To be eligible for a free replacement, you must return your tires to an authorized dealer **on or before October 31, 2020**. Please take this letter to the dealer at the time of your appointment.

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## **Reimbursement**

If you have already replaced any of the tires covered by this recall, 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 if available a copy of the tire adjustment claim form to the following address for reimbursement:

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

Contact the Goodyear retailer where you purchased the tires or contact your nearest authorized Goodyear retailer. To find the nearest retailer, go to [goodyear.com](http://goodyear.com) and enter your location information in the Find A Store area or call 1-800-466-3932. The retailer will inspect the tires and let you know if they fall within the DOT date range described above and therefore qualify for replacement as part of this recall. You can also check the sidewall of your tire as this Goodyear Fortera HL tire has the full DOT # on both sides of the tire.

## **Questions?**

If further assistance is required for any reason, including difficulty in obtaining free replacement tires, please contact the Customer Assistance Center, D728 at 200 Innovation Way, Akron, Ohio 44316, or by calling toll free 1-800-592-3267.

If after attempting to have your tires replaced you believe you have not been able to have your recall remedied without charge and within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, D.C., 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

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 The Goodyear Tire & Rubber Company.

Sincerely,

The Goodyear Tire & Rubber Company

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