

The Goodyear Tire & Rubber Company

Akron, Ohio 44316 - 0001

February 11, 2015

IMPORTANT SAFETY RECALL

This notice applies to your tires, Goodyear P255/65R18 Fortera HL

Dear Fortera HL Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. The Goodyear Tire & Rubber Company has decided that certain P255/65R18 Fortera HL tires manufactured from week 4814 through week 0115 at our manufacturing plant in Napanee, ON (the "subject tires") fail to comply with FMVSS 139, "New Pneumatic Radial tires for Light Vehicles". The noncompliant test tire exhibited cracking in the tread upon visual inspection. This is a test-induced noncompliance. In the event that this condition would manifest itself in tires in service, tread chunking, noise, or vibration may occur, and tires operated in this condition could be at a greater risk of failure, increasing the risk of a vehicle crash. Goodyear is conducting a voluntary recall of the subject tires.

Records indicate that you may have purchased one or more of the subject tires. You should contact the Goodyear retailer where you purchased the tires or your nearest authorized Goodyear servicing location and make arrangements for them to inspect your Fortera HL tires to determine if they are within the DOT# Range described below. If your vehicle is found to be fitted with Fortera HL tires described below, they will be replaced at no charge to you with Goodyear manufactured tires of the same size. It will take up to two (2) hours to replace the tires.

DESCRIPTION OF TIRES COVERED

Size	Type	Product Code	DOT# Range
P255/65R18	Fortera HL	151559248	4BXMARDR4814 through 4BXMARDR0115

HOW YOU CAN IDENTIFY THEM

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 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# range described above and therefore qualify for replacement as part of this recall. You can also check the sidewall of your tire as your Goodyear tires have the full DOT # on both sides of the tire.

IF YOU HAVE A PROBLEM

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

IMPORTANT TIPS ON CARING FOR YOUR TIRES

Tires are the only part of your vehicle that touch the road and demand an appropriate amount of attention. A NHTSA survey has found that many vehicles are operated with at least one tire in a substantially under-inflated condition. Vehicle operators should be well versed in the following tips on proper tire care and maintenance:

- Air pressure should be checked often, at least once per month, and before every journey. The proper inflation pressures are located on the driver's door placard. Under-inflation is a tire's enemy and can increase treadwear, generate excessive heat, and lead to tread separation.
- Tread depth should be checked to make certain it is greater than 2/32nds of an inch to provide sufficient traction for varying road conditions. One simple (although unscientific) measurement, is to use a Lincoln head penny and insert the head of the penny toward the tire inside the tread. If, once you've placed the penny inside the tread, you can see the top of Lincoln's head, you need a new tire.
- You should also make certain your tires are properly balanced, and are rotated in accordance with your vehicle manufacturer's instructions or every 6,000 to 8,000 miles (10,000 to 12,000 km). Also, make sure your wheels are properly aligned.
- Also, please remember that seat belts are not optional. Not only is wearing a seat belt a law in most of the United States, it saves lives.

Thank you for taking the time to read this important safety information. For further information on vehicle and tire safety, please see www.nhtsa.dot.gov and www.goodyear.com.

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 Goodyear.

Sincerely,

The Goodyear Tire & Rubber Company