

# Product Service Bulletin

Important Information To Better Serve Your Customers

This PSB is Applicable to: U.S. & Canada

April 14, 2015

PSB #2015-05

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

**Subject: Goodyear, Dunlop & Kelly 30-Day Trial Warranty Claims Procedure  
(replaces PSB 2013-14)**

Selected Goodyear, Dunlop & Kelly product lines are backed by a first 30-Day trial warranty program whereby purchasers can exchange their tires if they are not 100% satisfied with the performance. This 30-Day trial commitment can be a very strong tool for closing sales and we encourage you to use it to help sell tires.

While nearly all customers will be satisfied with the performance of their Goodyear, Dunlop & Kelly tires, on rare occasions an exchange may be requested. Tires that are removed under the 30-Day trial warranty program are handled through the warranty adjustment process. The purpose of this bulletin is to explain the coverage and limitations of this program and the proper procedures for submitting a claim.

## Eligible Tire Lines:

<b>Goodyear 30-Day Pledge Love'Em or Leave'Em</b>	<b>Dunlop 30-Day Pledge</b>	<b>Kelly 30-Day Test Drive Program</b>
<b>Eligible Product Lines:</b>	<b>Eligible Product Lines:</b>	<b>Eligible Product Lines:</b>
Assurance ComforTred Touring	Signature II	Safari TSR
*Assurance ComforTred	Signature CS	Safari ATR
Assurance TripleTred All Season	Direzza DZ102	Safari Signature
Assurance CS TripleTred All Season	Rover H/T	Edge A/S
*Assurance TripleTred	Signature HP	Edge AT
Eagle F1 Asymmetric		
Eagle F1 Asymmetric 2		
Eagle F1 Asymmetric All Season		
Eagle F1 Asymmetric 2 ROF		
Wrangler SilentArmor		
Wrangler SilentArmor Pro-Grade		
Wrangler All-Terrain Adventure with Kevlar		

\*Discontinued product, while supply lasts

## **Coverage**

Customers can return tires (subject to the limitations and requirements shown below) within 30 days of purchase if, for any reason, they are not fully satisfied with their performance. The retailer will remove and replace the tires and mount and balance the replacements at no cost to the customer.

## **Limitations & Requirements**

- Tires must be returned undamaged. Tires that are damaged due to misuse, road hazards, mechanical problems related to the vehicle, use in any racing-related activities or competitive events, or tires that are removed from the original vehicle are excluded from this trial period and not eligible for this exchange.
- If the exchange is for a more expensive tire, the customer pays the difference (including sales tax). Likewise, if the exchange is for a less expensive tire, the customer must be refunded the difference. Mounting and balancing are included.
- The replacement tires are limited to Goodyear, Dunlop & Kelly product.
- Only the tires originally purchased are covered. The replacement tires are not covered by the 30 Day trial period.
- Customer must return to the location that sold the original tires.
- Customer must present the original sales receipt.

## **Claim Processing**

- Mark the removal reason on the product adjustment claim form as “30 Day Trial Period”. If you use Goodyear Business Management System (GBMS), to input your adjustments, enter condition code “GG” followed by a space and “30 Day Test Drive” when recording the tire condition. If you use Tire-HQ to enter your adjustments, please select “30 Day Test Drive Program” as the tire condition.
- In the comments section, capture reason for product removal.
- **IMPORTANT** - Return a copy of the original tire purchase receipt with the claim form.
- Return the tires to your designated Product Service Center with your next shipment of adjustment tires, refer to the Product Service area on Tire HQ for adjustment tire return instructions.

Claims for tires replaced under the 30 Day trial period that do not meet these requirements will not be honored.

## **Questions & Assistance**

Contact your National Field Manager Product Service or Product Service Center Manager if you have any questions regarding preparation or application of the forms. You can find field Product Service contact information in the Product Service area on Tire-HQ.