

# Product Service Bulletin

## Important Information To Better Service Your Customers

Post For Ready Reference

March 26, 2010

PSB #2010-03

**TO: Goodyear Contract Dealers, Goodyear Canada Inc. Dealers, Goodyear Company Owned Stores**

**Subject: Tire Service Life for Passenger Car and Light Truck Tires (reissue of PSB 2006-13)**

Tires should be removed from service for several reasons, including tread worn down to minimum depth, signs of damage (cuts, cracks, bulges, etc.) or damage caused by underinflation or overloading. Goodyear as well as the tire industry, the automobile industry, the National Highway Traffic Safety Administration (NHTSA) and Transport Canada, have long emphasized the consumers' role in the regular care and maintenance of tires, including the decisions regarding removal of tires. That is why it is recommended to have tires, including spare tires, inspected regularly. You should inspect your tires monthly for proper inflation pressure and tread wear and you should supplement this with recurring rotation, balancing and alignment services. The monthly inspection should occur whether or not the vehicle is equipped with a tire pressure monitoring system.

In addition to regular checks of inflation pressure and tread wear, the proper care and maintenance of tires must consider the service conditions which the tires have experienced. Your tires should be assessed regularly to determine if there are any visual signs of damage that may make replacement necessary. Also, you are strongly encouraged to be aware of changes in your tires such as increased air loss, uneven tread wear, noise or vibration. Such changes could be an indication of an internal or other condition that may suggest further inspection and/or immediate removal from service.

The care and maintenance of tires also includes proper storage techniques. Tires should always be stored in a dry, cool place. Avoid storing tires in areas that are exposed to wetness, petroleum or petroleum-based products, extreme temperatures, direct sunlight, and/or other sources of ozone, such as electric motors. If you have a matching full-size spare tire (same size and type as other in-service tires) it is recommended that it should be rotated into service as part of the regular rotation. Always consult the vehicle manufacturer's recommendation for the appropriate tire rotation pattern. Of course, when any spare tire is placed into service, its inflation pressure must be checked immediately.

Various automobile and tire manufacturers have statements regarding tire service life, which include tire replacement recommendations based on chronological age. As those statements acknowledge, all known scientific or technical data indicate that a specific minimum or maximum service life for

THE GOODYEAR TIRE & RUBBER COMPANY, GOODYEAR CANADA INC.

PRODUCT SERVICE DEPARTMENT

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passenger or light truck tires cannot be objectively established. You should **not** consider any such recommendation as a **minimum** serviceable life for a tire. Goodyear continues to recommend that consumers inspect, maintain and replace their tires in accordance with the principles stated herein.

Tires are designed and built to provide many thousands of miles/kilometers of excellent service. Tires are removed from service for reasons such as: (1) the tread wears out (down to 2/32nds of an inch); (2) road hazards damage the tire; (3) the tire is run underinflated or overloaded and is damaged; or (4) consumer choice or personal preference.

Tire materials (including rubber) have performance properties essential to the proper functioning of the tire itself. These properties evolve as a function of time, service and storage conditions: it is a physical property of rubber that it changes with time. However, for each individual tire, the degree and amount of change is affected by many elements such as temperature, storage conditions, and conditions of use (load, speed, inflation pressure, impacts with potholes, etc.) to which the tire is subjected throughout its life. Since service and storage conditions vary widely, accurately predicting the serviceable life of any individual tire in terms of years and/or months is not possible.

**For further information and more details about the use and maintenance of your tires, please visit Goodyear's website, [www.goodyear.com](http://www.goodyear.com) and/or RMA's website, [www.rma.org](http://www.rma.org). or call Goodyear's Consumer Relations at 1-800-321-2136, for Canada Goodyear's Consumer Relations call 1-800-387-3288.**