

Tupelo Storm Frequently Asked Question Document

Last updated April 12, 2023

DRAFT ONLY – Subject to Business Continuity and Legal Approval

Q. How long will the Tupelo, MS plant be down?

A. At this time, we do not have a firm date for the plant to return to full operation. Our associates and teams of contractor partners are working around the clock to assess and remediate the damage to the plant. We will share any dates and timelines once they are finalized.

Q. Did the storms in Indiana impact the Whiteland, IN Distribution Center?

A. The Whiteland, IN Distribution Center was impacted by local storms in Indiana. After a brief pause, the Distribution Center is back to full operation. We don't anticipate any lasting impacts processing orders moving forward but we are under a slight delay for some current orders as we catch up. We thank our associates and contractor partners for their tireless efforts to return the facility to working order and minimize impact for our customers.

Q. What tire lines and sku's are impacted?

A. The Tupelo, MS plant produced mainly consumer tires for the Goodyear, Cooper and Mastercraft brands. The list of tire lines and sku's impacted can be found [HERE](#) (link to list). If your orders were impacted, you should reach out to your Goodyear sales rep for further information.

Q. Are there substitution options for impacted SKUs?

A. Yes, the Goodyear category team is working on a list of available substitution options for the tire lines and sku's impacted. Once it is final it will be shared with impacted customers.

Q. What impact does this have on the launch of Cooper ProControl?

A. For the time being, as damage and remediation plans are being fully assessed, the launch of Cooper ProControl will be on pause. Further impacts to the launch and timing will be shared as they are available.

Q. Is there an impact to production and orders for winter tires? (evaluating options)

A. The production of winter tires will be impacted by the storms in Tupelo. The Goodyear category team is working diligently to evaluate options for substitution and ordering of winter tires and will share updates to impacted customers as soon as plans are finalized.

Q. Is there open capacity at other plants?

A. Our Business Continuity team is working tirelessly to assess any and all opportunities to alleviate the impact to the business caused by the storms in Tupelo, MS. We've begun moving molds from the plant to other facilities with production bandwidth. We're addressing any opportunity to minimize disruption to our customers. As the situation progresses, we will keep customers fully informed.