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Clarkston, NJ

10046593

October 24, 2003

Vice-President
Consumer Relations Dept.
Michelin Tire Co.
P O Box 19001
Greenville, SC 29602-9001

Dear Sir/Madam:

On June 1, 2001, I purchased 4 B. F. Goodrich tires (G-Force-KDWS, 225/55/R16) from Costco Wholesale. These were recommended by the Costco salesperson, [REDACTED], as being a high performance tire for my wife's 1992 Mercedes SL500. As of today, 3 of the 4 tires have failed.

In December of 2002, with only 12,442 miles on these tires, the first tire exploded as she was driving at 70 mph on I-75 on her way to church. Fortunately, she was able to come to a stop safely on the shoulder of the highway. When she got out to inspect the tire, she could not find any evidence of it. The wheel was bare. The tire had disintegrated along the highway. The Costco salesperson measured the wear on another tire to develop the pro rata charge for the replacement. I was disappointed that I had to pay approximately 35% (\$31.40) of the original price for replacement of a tire with so few miles, but I had to accept the formula. This would indicate that your tires are only good for approximately 35,000 miles. I'm surprised that you accept this as high performance.

In early September of this year, a second tire of the original four failed. Fortunately again, my wife had just pulled into a parking area when the tire blew. This tire had 17,545 miles on it. The glass belts were completely exposed on the inside edge of the tire as if someone had peeled away the rubber. The Costco salesperson refused any credit, despite the low mileage,

2003
10/24/03

I would appreciate a response to my questions, as well as reimbursement for the replacement cost.

Very truly,

A large black rectangular redaction box covering the signature of the sender.

cc: Norman Y. Mineta, Secretary , Department of Transportation
(400 7th. St. SW, Washington, DC 20590)

Dr. Jeffrey W. Runge, Administrator, NHTSA
(400 7th St. SW Washington, DC 20509)

Mr. James D. Sinegal , CEO, Costco Wholesale
(999 Lake Rd., Issaquah, WA 98027)