

CL-10192146-1407

[REDACTED]
Hot Springs, AR [REDACTED]

April 10, 2007

Customer Complaint Department
P. O. Box 6924
The Lakes, NV 88901-6924

Gentlemen:

After calling for an update Monday, May 7, I was told that the complaint had been resolved. However, no one spoke to me nor have I received any written communication other than receipt of inquiry dated April 25, 2007. I called the local store for the name and number of the regional manager as instructed by your customer service representative. The employee would not give me the information and said the auto service manager was in Shreveport at a meeting.

I then called customer service back, asking for the name and number of the regional manager. I was transferred to National Customer Service who was to transfer me to the next level but who disconnected me instead. I re-dialed and was forwarded to Retail Service Recovery who said they could do nothing since my complaint at the instruction of your customer service group had been forwarded to the Law Department and the Attorney General. I have since filed a complaint with the Department of Transportation (NHSTA) after viewing other complaints on their website of tread separation on Michelin's Weatherwise tires.

To say I am dissatisfied with the process and the handling of my inquiry would be an understatement. I await a written response from your law department and expect the current balance to be held in suspension until the matter is resolved, protecting my credit.

My previous correspondence and copies of the transactions are enclosed.

Sincerely,

[REDACTED]

Encl.

cc: Sears M/C General Inquiries
P.O. Box 6921
The Lakes, NV 88901-6921
Law Department

NAR
CO
22 MAY 07
CL

[REDACTED]
Hot Springs, AR [REDACTED]

April 4, 2007

Customer Complaint Department
P. O. Box 6924
The Lakes, NV 88901-6924

Gentlemen:

Please refer to my earlier letter sent with my bill preserving my rights.

In an effort to condense the history into a manageable letter, I will summarize with bullet points:

- Purchase 1 tire January 10, 1998 (mileage 72889)
- Purchase 2 tires February 17, 1998 (mileage 73670)
- Purchase 4 tires June 11, 2001 (mileage 94312)
- Purchase 1 tire June 6, 2004 (mileage 119,379) (also flat repair)
- Purchase 1 tire August 1, 2004 (mileage 120,950)
- Purchase 1 tire September 10, 2004 (mileage 123,242)
- Purchase 1 tire June 17, 2005 (mileage 130455)
- 2 flat repairs, December 29, 2006 - tires measured for tread, all at 8's (mileage 143013)
- Purchase 1 tire February 13, 2007 (mileage 147,451) No Michelin in stock; Goodyear substituted

As one can see I have purchased 12 tires over 9 years while driving only 75,000 miles on tires warranted for 60,000 or more miles each. I purchased road hazard insurance to cover such circumstances but have been given little credit. The credit of \$19.99 offered on the last tire, which I have in my possession and will be happy to have an independently authorized individual examine, is insufficient given the tire was 8 when examined 6 weeks earlier. The tires have suffered tread separation which is a manufacturer's defect and should be covered fully under warranty. Given how many I have had in such a short time and minimal mileage, I suspect the tires were defective. Michelin has discontinued their manufacture.

I would appreciate an explanation and am forwarding my concerns to the Arkansas Attorney General, the Dept of Transportation, Michelin, Firestone tire recall legal site.

Copies of the transactions given above are enclosed.

Sincerely,

Mr. Dustin McDaniel, Attorney General
State of Arkansas
323 Center Street, Suite 1100
Little Rock, AR 72201

U.S. Department of Transportation
Office of Defects Investigation (NVS-211)
400 Seventh St. S.W.
Washington, D.C. 20590

Michelin
P.O. Box 19001
Greenville, S.C. 29602
Attn: Mr. Jim Micali

[REDACTED]

Customer Complaint Department
P. O. Box 6924
The Lakes, NV 88901-6924

Gentlemen:

I am withholding payment on the tire billed to my account. I have had problems with your Michelin tires. I have purchased 11 of them in 8 years while driving only 50,000 miles. Since most of the tires suffered tread separation, I believe the tires are defective. How many other customers have had the same problem? Michelin has discontinued the tire which leads me to believe they knew there were problems.

I am 60 years of age and drive about 7,000 miles per year. I did learn from one of your managers that while the tire have a 65,000 mile warranty, it may have been sitting on your shelf for 3 years before being installed which effects the life and wear of the tire. The tires I purchased had a code rather than the date of manufacture. I did notice the date is now imprinted on the tire. Did the government require this change to insure the customer was not sold an out of date tire?

I have all my documentation which I will copy and send with a more detailed letter. I want this letter to preserve my dispute rights. I have paid the remainder of my bill in full.

Thank you.

[REDACTED]

I have defective tires

NAME: [REDACTED] YEAR: 93 LIC. PLATE: [REDACTED]
 PHONE: [REDACTED] MAKE: Volvo COLOR: White
 CSA NOTES: Appeared to be tread seperation MODEL: 940 Wagon ENGINE SIZE: 4 Cyl
 ODOMETER IN: 149582 WHEEL LOCKS: Y/N
 VIN# _____ WHEEL KEY LOCATION _____
 (if required for commercial customer)

Is the steering wheel straight? Y / N
 Is the vehicle pulling? Y / N Left/Right
 Is the vehicle vibrating? Y / N At what speed?
 During braking? Y / N If Yes, refer to Current Brake Conditions (below)

Is brake light on? Y / N
 Is ABS light on? Y / N
 Is there a noise when braking? Y / N
 Does vehicle pull when braking? Y / N
 Does pedal pulsate? Y / N
 Is brake pedal low? Y / N

FRONT TIRE SIZE: PXL/LT 185/65/15 Performance Rating S

Not a valid workorder

REAR TIRE SIZE: PXL/LT 185/65/15 Performance Rating S

Blown out tire 5/32 7/32 4/32 front

Offered \$19.99

Michelin Weather Wise

REAR TIRE SIZE: PXL/LT 185/65/15 Performance Rating S

LF RF SAVE OLD TIRES Y / N
 LR RR COMMENTS:
 SP

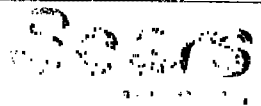
Price

- DieHard® SERVICE \$ _____
 - DieHard SERVICE AND ADVISE (SABRE Printout)
 - IN-WARRANTY BATTERY AND DieHard SERVICE
- OIL CHANGE \$ _____
 - Would you like to have your air filter replaced? Y N \$ _____
 - Would you like your wiper blades replaced? Y N \$ _____ EA.
 - Would you like your coolant exchanged? Y N \$ _____
- COOLANT EXCHANGE \$ _____
- A/C RECHARGE \$ _____
- OTHER _____ \$ _____

Customer Authorization: I hereby authorize the repair facility to operate my vehicle and perform service(s) as described above. I acknowledge that the charge for this service, if any, is disclosed above. Additional parts and services are extra.

CUSTOMER SIGNATURE _____ DATE _____

"I have a flat"



NAME: [REDACTED] YEAR: 90 LIC. PLATE: [REDACTED]
 PHONE: [REDACTED] MAKE: Volvo COLOR: white
 CSA NOTES: MODEL: 940 ENGINE SIZE: _____
 ODOMETER IN: 173013 WHEEL LOCKS: Y/N
 VIN# _____ WHEEL KEY LOCATION NH
 (if required for commercial customer)

Is the steering wheel straight? Y/N
 Is the vehicle pulling? Y/N Left/Right
 Is the vehicle vibrating? Y/N At what speed? _____
 During braking? Y/N If Yes, refer to Current Brake Conditions (below)

FRONT TIRE SIZE PXL/LT 185/65/15 Performance Rating 5

| | | | | | |
|-----------------------|----------------|-----------------------|----------------|----------------|----------------|
| <u>0</u> 32 | <u>0</u> 32 | <u>0</u> 32 | <u>0</u> 32 | <u>0</u> 32 | <u>0</u> 32 |
| | | | | | |
| Cupping Feathering | | Cupping Feathering | | | |

REAR TIRE SIZE PXL/LT 185/65/15 Performance Rating 5

| | | | | |
|--------------------------------|----------------|-----------------------|----------------|----------------|
| <u>0</u> 32 | <u>0</u> 32 | <u>0</u> 32 | <u>0</u> 32 | <u>0</u> 32 |
| | | | | |
| <u>✓</u> Cupping Feathering | | Cupping Feathering | | |

CURRENT BRAKE CONDITIONS

Is brake light on? Y / N
 Is ABS light on? Y / N
 Is there a noise when braking? Y / N
 Does vehicle pull when braking? Y / N
 Does pedal pulsate? Y / N
 Is brake pedal low? Y / N

- Check for ~~Leak~~ Leaks
 Rear, Driverside / Front Passenger

SAVE OLD TIRES Y/N
 COMMENTS:
 L.F. R.F. L.R. R.R. SP

ADDITIONAL SERVICES

• DieHard® SERVICE Price \$ _____
 DieHard SERVICE AND ADVISE (SABRE Printout)
 IN-WARRANTY BATTERY AND DieHard SERVICE

• OIL CHANGE Price \$ _____
 Would you like to have your air filter replaced? Y N \$ _____
 Would you like your wiper blades replaced? Y N \$ _____ EA.
 Would you like your coolant exchanged? Y N \$ _____

• FLUID EXCHANGE Price \$ _____
 • WAX Price \$ _____
 • TIRE PRICE Price \$ _____

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THE ATTACHMENTS TO THIS DOCUMENT HAVE BEEN REMOVED TO PROTECT UNWARRANTED INVASION OF PERSONAL PRIVACY PURSUANT TO EXEMPTION 6 OF THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6).