

CL-10192146-6112

[REDACTED]
Hot Springs, AR [REDACTED]

APR 23 12:01

April 21, 2007

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

Gentlemen:

I had the shredded tire inspected independently by a Michelin tire dealer recommended by Michelin headquarters. Tire wear is even as the remaining three tires have the same tread left on each. The flat repaired on December 29, 2006 had not been done properly. The patch was applied without buffing the tire to ensure the repair would adhere. This repair was done at Sears Hot Springs. Actually, two were done at the same time, leaving one probable defective repair remaining on one of my tires.

The form letter received today, dated May 8, indicates that your investigation is complete and the merchant is willing to work to resolve the claim. However, I have heard nothing from the merchant, Sears Hot Springs or Sears Bakersfield.

I did learn that the tires sold at Sears and other large retailers are not the same Michelin tires sold from tire dealers. Tires manufactured for Sears and other large retailers are not made to the same standards as those sold by tire dealers. I think such information should be made public so anyone purchasing tires will know that the specifications for tires sold through large retailers meet the retailers specifications and not those of Michelin.

Further, while I did not purchase any tires in 2003, one of the tires on my car was manufactured in 2003. Tires were replaced in June, August and September 2004 with only 25,000 to 30,000 miles wear.

Sincerely,

[REDACTED]

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

NAR
CG
6/21/07

add to
C.C.

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