



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

2008 MAR 18 AM 8:07
26-FEB-2008

Reference No.
10219194

OWNER INFORMATION (Type or Print)

Name

Address

City

NEW PORT RICHEY

State FL

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner Date

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

KMHDN45D43

Make

HYUNDAI

Model

ELANTRA

Model Year

2003

Date Purchased
28-OCT-03

Dealer's Name and Telephone Number

HYUNDAI OF NEW PORT RICHEY 727-569-0999

Engine:

No: Cylinders 4

Fuel Type:

Gas

Original Owner

☒

Dealer's City

NEW PORT RICHEY

State

FL

Zip Code

34652

Transmission Type
AUTOMATIC

☒ Anti-lock Brakes
☒ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

191000 TIRES:TREAD/BELT

Multiple Failure: 4

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
08-JAN-2008

Failure Mileage
38000

Failure Speed
0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make
MICHELIN

Tire Model (Name or Number)
ENERGY MXV4 PLUS

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☒ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code
191000 TIRES:TREAD/BELT

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

N

Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure;
i.e., parts repaired or replaced (and if old part is available).

TL*THE CONTACT OWNS A 2003 HYUNDAI ELANTRA. THE VEHICLE HAS MICHELIN ENERGY MXV4 PLUS, SIZE P/195/60R15 (NA) TIRES. THE CONTACT TOOK HIS VEHICLE TO A SERVICE STATION FOR ROUTINE MAINTENANCE. THE SERVICE MANAGER STATED THAT ALL FOUR TIRES WERE DEFECTIVE BECAUSE THE TREAD AND SEAM COMPLETELY SEPARATED FROM THE TIRE TO THE POINT WHERE THE CANVAS WAS VISIBLE. THE TIRES WERE REPLACED PRIOR TO OPERATING THE VEHICLE AND THE TIRE PRESSURE WAS NORMAL. THE MANUFACTURER WAS UNABLE TO ASSIST. THE DOT NUMBER WAS UNKNOWN. THE FAILURE AND CURRENT MILEAGES WERE 38,000.

DEFECTIVE TIRES KEPT BY SAM'S CLUB - TIRE SHOP # 6448
4330 US 19
NEW PORT RICHEY, FL. 34652

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.



To whom it may concern:

On 3/4/08 on the local TV Station
a Commercial presented by Michelin put
a vivid demonstration stressing their
high Manufacturing Standards.

Co-Incidental

Yours truly,

[Redacted signature]

P.S. You can't beat them!

A note from

[Redacted text]





FA 35 1/2
864-458-6650

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February 19, 2008

[REDACTED]
New Port Richey, FL [REDACTED]

Dear [REDACTED]

Thank you for your letter dated February 9, 2008 which was addressed to Group Management. Your letter was forwarded to Mr. Jim Micali, Michelin North America's CEO. Mr. Micali has read your letter with great interest and has asked me to respond.

I am sorry your tires did not meet your mileage expectations. While a tire speed rated for up to 130 miles an hour isn't one of our longest mileage tires, the Energy MXV4 Plus has commonly provided drivers with 30-40 thousands miles of superior handling and very high levels of comfort. There is no mileage warranty on the Michelin Energy MXV4 Plus.

If your complaint is regarding the mileage you received from the Michelin Energy MXV4 Plus, you have done extremely well receiving 38,500 miles. Again, we do apologize for any inconvenience this may have caused. If you would like to discuss this matter with me, please feel free to contact me at 864-458-6374 or 1-800-847-3435.

Sincerely,

Broadus Smith
Broadus Smith

Michelin North America
Executive Response Manager
Consumer Care Department

Michelin North America, Inc

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P.O. Box 19001
Greenville, South Carolina 29602-9001
Tel: 864/458-5000