

CL-10223931-2622

Michelin North America, INC.  
1 Parkway S.  
Greenville, SC 29615

2008 APR -3 AM 7:53

*W/ to NH 734*

New Boston, NH

H-  
H-

To whom it may concern on the Executive Response Committee;

I envision someone at Michelin saying " How long can we stall in giving them their rebate back?"  
I envision someone at Honda saying " why did we ever put those PAX tires on our Odyssey vans?"

The week of November 19th, my husband called Michelin and opened a file on our 2006 Honda Odyssey Touring van. Our tires had worn out earlier than we had anticipated and yes, according to Michelin we qualified for a 30% rebate.  
(under home phone .)

November 27th. I got the new tires put on the van. The work was done by Autofair Honda, Manchester, NH Henry- Contact person for rebate. 603-634-4734.  
Tires cost us \$1290.00. I was told 6 weeks for rebate to be processed.  
WE were NOT given the rebate that day, as Honda stated they had to verify with Michelin via tire inspection that we were truly due a rebate.

I started calling Henry beginning of January, 2008. 3 times every other week to be exact. He informed me on second phone call tires were picked up by Michelin December 10th 2007 and then they went to their Inspection Center to be processed. Henry was also being given excuses as to why our rebate had not been processed, as Henry kept calling Michelin to get information on our rebate.

February 1st, 2008. I called 1-877 PAX-Tire myself. I spoke with Eddie Styles. Senior Customer Relations Department. He told me he had "NO IDEA" where my paperwork was and he had "NO IDEA" where to locate it. He and I got in a heated discussion over MY rebate and I ended the conversation, as I was tired of his demeanor. Eddie told me that MY rebate should have been issued to me by Honda that day in the form of a 30% discount on the price of the tires. After that phone call, I called 800-847-3435 and spoke with Jason. He said the same thing about me being given the discount by Honda on the day of purchase. He was pleasant, told me after trying to help me for about 10 minutes, that he could not help me either.  
BUT, if I was a HONDA DEALERSHIP, he might have been able to give me more information about MY REBATE.

2008 APR 21 A 10:00  
OFFICE OF THE SECRETARY  
EXECUTIVE INFORMATION  
2008 APR 22 A 10:00  
OFFICE OF THE SECRETARY  
EXECUTIVE INFORMATION

MIC  
3/16/08  
KB

February 4th, 2008. I called 864-458-5000 Michelin Headquarters and got an "operator" She told me she would forward my message to the ERC, you and I would get a call back from you, the ERC.

Yes, you did call and leave me a message to call 800-847-3435.

I would bet none of you reading this letter have spent \$1290.00 on your tires!!! MY TIME and MONEY are just as valuable as any of your time and money. I am completely fed up with being given the run around.

I expect that when a product I have purchased that has not met its OWN standards, the company who manufactured that product deals with the issues at hand accordingly. Thus, you, Michelin need to solve your own internal issues, find my paperwork, issue my rebate to Honda, so they in turn can reimburse me my 30% rebate for the tires that I purchased.

At this point, there are NO ACCEPTABLE excuses.

I love my Honda van!. It is the 5<sup>th</sup> Honda vehicle either my family (dating back to our 1976 orange Honda Civic) or I have owned. If you ask my husband if he would by another car/van with these PAX tires on it, the answer is a resounding.... NO!

Question? Why did Honda stop putting these tires on the Odyssey after 2007?

Question? Why when you go to the Michelin web site and try to purchase tires for the 2006 Odyssey, does only the Energy LX4 or X-Ice pop up?

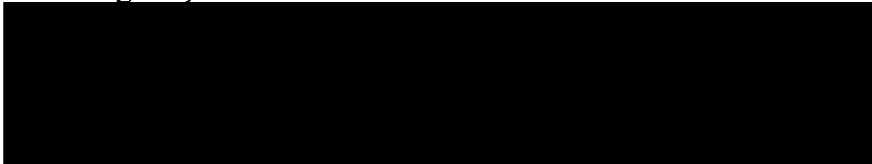
Question? If these PAX tires are so FABULOUS, why are not more cars/vans using them?

Question? If you were Honda, would you be giving away money you may never see from Michelin?

I look forward to a response from each of you who I have sent a copy of this letter.

Question? How are all of you going to make up for my wasted time and frustration in dealing with this issue?

Best Regards,



Cc; Henry- Autofair Honda  
Consumer Products Safety Commission  
BBB of Upstate South Carolina  
American Honda Motor Co. Inc.

## Your Tire Selector Results

**Your selected vehicle:**

**2006 HONDA Odyssey Touring Standard**

**Original equipment tire size:**

**235-710R460A 104T**

We found **2** results that fit your vehicle

\* **Choose up to three tires to compare**

### Energy™ LX4®

See dealer for pricing



**Sidewall:** Black Sidewall

**Model # (MSPN):** 57168

#### Benefits

- Go Farther with Each Tank of Gas<sup>1</sup>
- Feel Every Curve
- Quiet, Comfortable Ride

### X-Ice®

See dealer for pricing



**Sidewall:** Black Sidewall

**Model # (MSPN):** 32161

#### Benefits

- 25% Better Starting Grip In Icy Conditions Than the Leading Competitor<sup>2</sup>
- Improved Grip on Snow
- Quiet, Smooth Ride in Cold-Weather Conditions



**WARNING:** Serious or fatal injury

# AUTOFAIR

743825

**AUTOFAIR HONDA**

200 KELLER STREET  
 MANCHESTER, NH 03103  
 (603) 668-5700  
 www.autofair.com

\*INVOICE\*

PAGE 1

NEW BOSTON, NH  
 HOME: [REDACTED]

BUS: [REDACTED]

SERVICE ADVISOR: 603 KERRI FULLHART

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BEIGE	06	HONDA ODYSSEY	5FNRL38876B		34208/34208		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
08MAY06 DD			17:00 27NOV07		0.00	COUP	27NOV07
R.O. OPENED	READY	OPTIONS: STK:A561400 ENG:J35A7-2072597 TRN:AUTO					
08:54 27NOV07	13:01 27NOV07	1)HN 0420 2)RC 35565					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	MOUNT & BALANCE	FOUR TIRES					
		MB4 MOUNT & BALANCE	FOUR TIRES				
		309	CH			357.00	357.00
		4 235710R46	PAX TIRE		225.00	225.00	900.00

B	INTERNAL RENTAL						
	IRH INTERNAL RENTAL						
	309	CH				0.00	0.00
	SUBL 1 DAY PO#						
	PO#127945						
	CH					33.00	33.00
	FC:						

C	PERFORM EXPRESS SILVER OIL SERVICE: CHANGE ENGINE OIL & FILTER						
	XLOFS PERFORM EXPRESS SILVER OIL SERVICE: CHANGE						
	ENGINE OIL & FILTER						
	309 CESH					17.20	17.20
	1 15400-PLM-A01 FILTER, OIL				5.78	5.78	5.78
	1 94109-14000 WASHER, DRAIN (14MM)				0.22	0.22	0.22
	1 OIL UP TO 4.5 EXXON				11.75	11.75	11.75

EST: 1,321.95  
 CONTACT: 2

27NOV07

08:54

SA: 603

NOV 27 2007

EPA DISPOSAL

30.00

**HONDA**  
 \*\*\* New! EXTENDED Service and Parts hours \*\*\*  
 \*\*\* MONDAY - FRIDAY 7:30am - 9:00pm \*\*\*  
 \*\*\* SATURDAY 7:30am - 6:00pm \*\*\*  
 \*\*\* Service Appointment HOTLINE 603-634-0708 \*\*\*  
 Thank You for choosing AUTOFAIR HONDA !!!!!

*Eddie Styles*  
*Senior Relation*

ARBITRATION REQUIRED BY THIS AGREEMENT: THE PARTIES AGREE THAT INSTEAD OF LITIGATION IN A COURT, ANY DISPUTE, CONTROVERSY OR CLAIM ARISING OUT OF OR RELATING TO THE SERVICE OR REPAIR OF THE MOTOR VEHICLE OR TO THIS DOCUMENT OR TO ANY OTHER DOCUMENT OR AGREEMENT BETWEEN THE PARTIES RELATING TO THE MOTOR VEHICLE SHALL BE SETTLED BY BINDING ARBITRATION AND ADMINISTERED BY THE AMERICAN ARBITRATION ASSOCIATION, UNDER ITS COMMERCIAL ARBITRATION RULES. SUCH ARBITRATION SHALL BE CONDUCTED IN NEW HAMPSHIRE. EACH PARTY WILL PAY THEIR OWN COSTS, ANY JUDGEMENT RENDERED BY THE ARBITRATOR MAY BE ENTERED IN ANY COURT HAVING JURISDICTION.	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
	The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	LABOR AMOUNT	374.20
		PARTS AMOUNT	917.75
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	33.00
		MISC./ENVIRONMENTAL	30.00
		TOTAL CHARGES	1354.95
		DED./DISC./COUPON	33.00
		SALES TAX	0.00
	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	1321.95

*Full set-up*

*34008*

Warning: For safety and good performance, you must take care of your tires. Follow the safety information and instructions contained in this owner's manual.

Your Vehicle: DOT B94W HWY 0706  
Year Make/Model

Your Tire Size: 0109654

Tire Purchase Date: Mich Energy LX4

Recommended Pressures: Front 235-710 R460P 104T Rear MFS R460P XSE

Correct tire pressure is very important. Proper inflation pressures may be found in the vehicle owner's manual or vehicle tire information placard. Check tire pressures at least once each month before driving, when tires are cold. For further technical information on Michelin tires, consult any Michelin retailer or refer to Michelin Passenger and Light Truck Tire Data Book.



**MICHELIN**



Michelin PAX System assistance in USA contact: 1-877-PAX-Tire

*was for you*

*270 800 847*  
*864-458-5000*

MICHELIN NORTH AMERICA, INC., P.O. BOX 19001, GREENVILLE, SOUTH CAROLINA 29602-9001

*Home phone 315-8839*

424326387882  
AUTO-TRIP™  
200 KELLER ST  
MANCHESTER, NH 03103  
603-634-4700

Merchant ID: 306060062246 Ref #: 025  
Term ID: 001

**Sale**

XXXXXXXXXXXX

VISA

Entry Method: Swiped

11/27/07

14:28:33

Inv #: 743825

Appr Code:

Approval: Online

Batch#:

Total:

\$ 1,321.95

Customer Copy  
THANK YOU!

