

San Francisco, August 13, 2008

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San Francisco, CA [Redacted]  
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(VIN: 5FNRL38706B [Redacted])

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CL-10240414-8991

To: Michelin North America, Inc.  
Attn: Consumer Relations Department  
PO Box 19001  
Greenville, SC 29602-9001

Cc: American Honda Motor Co., Inc.  
Honda Automobile Customer Service  
1919 Torrance Boulevard  
Mail Stop: 500 - 2N - 7D  
Torrance, CA 90501-2746

Cc: NHTSA Headquarters  
1200 New Jersey, SE  
West Building  
Washington, DC 20590

Cc: 7 On Your Side, Research Team  
900 Front Street, San Francisco, CA 94111

Subject: Tire Defect (?)

To Whom It May Concern:

I would like to raise the Michelin tire safety issue and the warranty honor issue of the Michelin company that had happened to my family. Last week, when I drove on a freeway in a carpool lane, one of the rear tires blew up with an unknown reason. Although we luckily did not create any accident to other motorists, it was scary and a distressed experience for my family especially for my young children. Since we were on vacation, we contacted the Honda Care right away for an advice. They advised us to either bring my car to a nearby Honda dealer or Michelin dealer. To eager to get home on time, I took my car to a nearby Michelin dealer to get a tire replacement without thinking it was still under warranty (up to 6 years as stated in the warranty booklet). My car is a Honda Odyssey 2006 and only has about 18,000 miles on it. Therefore, I am so disappointed that one of the tires blew up under a normal driving condition. Now, every time I drive this car, I have a concern about when the other 3 tires may have the same problem. The most important reason that we bought (and have been loyalty to) Honda 's car because of its safety reputation.

This morning, when I contacted the Michelin headquarter to claim for the reimbursement, I was told they could only reimburse 30 % of the cost as a "Good Will" (?) I were very surprised for a quick resolve solution from a reputation company; it was a poor customer relation. I explained to the representative that this tire all sudden blew when I was driving on a freeway and there was no accident at all. She could find

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out what went wrong with this tire by calling the Michelin dealer where I got the replacement. She did call the dealer but came back and said that she could not contact the right person and insisted me to accept the 30% of the total reimbursement. I then contacted the Honda Customer Service and alerted about the tire problem. However, I was told that this would be the Michelin problem not the Honda responsibility. It has been clearly that no one would accept the responsibility and tried to point finger to other.

My main goal is not to get the money back but asking you to re-check your products and work together for the sake of the consumers. Money can be replaced but lost of a life can't, especially young lives.

If you have any question, feel free to contact me.

Thanks for your concern and your time.



(Attached for Michelin North America, Inc.)