

NVS-200

CHAPPAQUA, NY

PHONE & FAX:

EXEC

2013 JAN - 7 10 24

CL 10492681-6994

December 29, 2012

JAN - 8 2013

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave, S.E.
Washington, DC 20590

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Re: Tire Recall12T-019

To whom it may concern;

I received the following recall notice about some BFGoodrich Commercial T/A's I purchased at Sam's Club some time ago. I checked the BF Goodrich web-site to find a BF Goodrich retailer. Mavis Discount Tire came up and I went to the Mt. Kisco, NY facility to have the tires checked to see if they were the one being recalled. The manager, Tony, said 1 of the 4 tires was in the recall group. He checked with 'corporate' and to honor the recall, I would have to buy at least 2 tires. In addition, I could get another brand of tires and receive credit for the value of the Commercial T/A's against the purchase.

I was hesitant about going to Mavis. I've dealt with them in the past and it's always the same story. One price when you call, a higher price when you drop your car off and an even higher price when you go to pick-up.

When I dropped the van off, I asked them to put the used tires in my vehicle so I could verify if the tires fell under the recall. That didn't happen. As you can see from the attached bill, Mavis's idea of honoring the recall was to charge me one tire at the new Commercial T/A price. Tony said I didn't get credit for the one tire because I would have had to buy the exact same tire. I bought Michelin's knowing that the 2 brands are connected.

Thank you for your time and attention to this matter. If you have any questions, please feel free to call my cell at [REDACTED]

Cc: BFGoodrich Consumer Care Dept.
PO Box 19001
Greenville, SC 29602

Better Business Bureau
150 White Plains Rd.
Tarrytown, NY 10591-5521

ET
11013
AND



NHTSA Recall Number 12T-019

Date: July 26, 2012

Subject: SAFETY RECALL NOTICE

Dear BFGoodrich Tire Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

BFGoodrich®, a brand owned and operated by Michelin North America, Inc., has decided that a defect which relates to motor vehicle safety exists in certain BFGoodrich Commercial T/A® A/S brand replacement tires and they are included in a recall of approximately 800,000 tires from the U.S. market. These tires are typically found on commercial light trucks and full size heavy duty vans.

You are receiving this letter because our records indicate that you may have purchased one or more of the recalled tires. It is possible that any one of the tires being recalled may experience tread loss and/or rapid air loss resulting from tread belt separation. This condition may increase the risk of a vehicle crash.

The following list provides the product descriptions, DOT (Department of Transportation) sequence identifiers and DOT production periods of the recalled tires. This DOT information is molded into the sidewall of each tire. The four dashes at the end of the DOT sequence correspond to the DOT date code that is a 2-digit week and 2-digit year of production, which are given in the DOT production period information. For example, "4305" refers to the 43rd week of the year 2005.

Tire description	DOT sequence	DOT production periods (inclusive)
LT235/85 R16 120Q LRE BFGoodrich Commercial T/A A/S	BF0R JD11 - - - -	1310 to 2912
LT245/75 R16 120Q LRE BFGoodrich Commercial T/A A/S	BE11 JD11 - - - - BF11 JD11 - - - -	1310 to 0312 1311 to 5211

Tires matching these descriptions and DOT sequence identifiers, but produced outside of the identified DOT production time periods, are not part of this recall. To determine if you have received tires that are included in this recall, please check the DOT information found on the sidewall of the tire as explained on page 4 of this letter.

It is important that all recalled tires be removed from service as soon as possible. The removed tires will be replaced with a similar product at no cost to you.

To return and replace recalled tires without charge, please visit your BFGoodrich retailer who will assist you. To locate a BFGoodrich retailer, please visit the online dealer locator at www.bfgoodrichtires.com. There is also detailed information about this recall available at:

www.bfgoodrichtires.com/voluntarysafetyrecall.

If you still have questions after visiting the website and your BFGoodrich retailer, please contact BFGoodrich Consumer Care at 1-800-637-5527 between 8:00 a.m. and 8:00 p.m. Eastern Time, Monday-Friday, and between 8:30 a.m. and 4:30 p.m. on Saturday.

If your servicing BFGoodrich retailer fails or is unable to provide the service as described above without charge, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, DC 20590 or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153); or go to www.safercar.gov.

Commitment to safety, quality and respect for the customer are our highest priorities. Please accept our sincerest apology for any inconvenience that replacing these tires may cause you.

Sincerely,

A handwritten signature in black ink, appearing to read "Mike Wischhusen", with a long horizontal flourish extending to the right.

Mike Wischhusen
Technical Director

Reimbursement to Consumers for Affected Tire Replacements Prior to Recall

If you have already paid to have your tires replaced due to the condition associated with this recall, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the replacement would have cost if completed by an authorized BFGoodrich retailer. The documentation described below must be presented to the BFGoodrich Consumer Care department for review.

Original or clear copy of all receipts, invoices and or repair orders that show

- The name and address of the person who paid for the replacement
- The model name and size of the tire that was replaced along with the DOT codes
- What problem occurred, when the tire was replaced, and who replaced it
- The total cost of the replacement that is being claimed
- Proof of payment (copy of front and back of cancelled check, or copy of credit card receipt)

This documentation should be mailed to the following address:

BFGoodrich Consumer Care Department
P.O. Box 19001
Greenville, SC 29602

If your claim is deemed to be valid, reimbursement will be made by check from Michelin North America. Should your claim be denied, you will receive a letter from Michelin North America within 60 days of receipt giving the reason(s) for denial.

READING DOT TIRE SIDEWALL MARKINGS

DOT tire sidewall markings serve as the tire's fingerprint and signify compliance with U.S. Department of Transportation Minimum Performance Standards. The DOT markings can be found on the sidewall just above the wheel flange.

To find out if a tire is affected by the recall:

1. Determine if it is one of the following products:

Tire description	DOT sequence	DOT production periods (inclusive)
LT235/85 R16 120Q LRE BFGoodrich Commercial T/A A/S	BF0R JD11 - - - -	1310 to 2912
LT245/75 R16 120Q LRE BFGoodrich Commercial T/A A/S	BE11 JD11 - - - - BF11 JD11 - - - -	1310 to 0312 1311 to 5211

If it is not one of these products the tire is not part of the recall.

If it is one of these products, check the DOT information to determine if the tire is affected by the recall as follows.

2. The following illustrations show the DOT information on a sample of the affected tires.
If you have any questions concerning the tire's DOT information, please contact BFGoodrich Consumer Care at 1-800-637-5527.

BFGoodrich Commercial T/A A/S LT235/85 R16 120Q LRE

DOT sequence begins with BF0R JD11



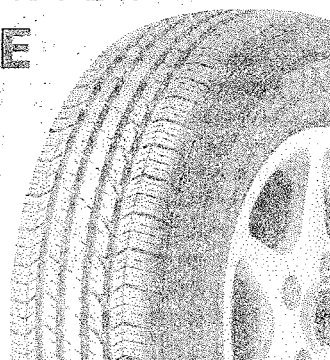
and ends with a date code (2-digit week and 2-digit year) between 1310 and 2912 inclusive.

MAVIS DISCOUNT TIRE

AMERICA'S TIRE DISCOUNTER

**LOW TIRE
PRICES**

**BRAKES
ALIGNMENT
SUSPENSION
EXHAUST**



MT. KISCO MAVIS
186 N. Bedford Rd.
Mt. Kisco NY 10549
Facility # 2600434, NY 10549
Phone: (914) 241-1030

MAVIS MT KISCO 1
186 N BEDFORD RD
MT KISCO, NY. 10549
914-241-1001

Merchant ID: 8002840190
Term ID: 007542000000002840190

Sale

Entry Method: Swiped

total: \$ 969.85

2/27/12 17:14:30

nv #: 000033 Appr Code: 594131

prvrd: OnLine

service you have received, please call Mavis Corporate Headquarters at 1-800-487-2284

6

1/001

SAME

INVOICE# 376836

SEND TO:

E-MAIL :

Customer Copy

THANK YOU!

CUST. P.O.#	MAKE/MODEL	TAG	MILEAGE	TELEPHONE	RTE.	SLM	SHIP VIA	ORDER #	PG.	REMARKS
	05E350		172540		0	84		746888	1	
INVOICE DATE	INVOICE NUMBER	PREVIOUS SHIPPED INVOICE NUMBER	TERMS		Opened by Operator # 9025 12/27/12 17:14:38 13					
12/27/2012	376836		CASH SALE							
STOCK NUMBER	SIZE	DESCRIPTION	ORDERED	QUANTITY SHIPPED	UNIT PRICE	T	F.E.T.	EXTENSION		
08115	LT245/75R16	MICH LTX A/T2 E 60K BK R24	3	3	199.99	01	.00	599.97		
The tire price of \$199.99... includes the Overhead and... Stocking fee of \$17.99 and... Quantity Discount of \$0										
216	(16" RIM)	COMPUTER BALANCE PACKAGE	4	4	11.99	01	.00	47.96		
tc1-1 12/26										
203	COMPUTERIZED	WHEEL ALIGNMENT	1	1	79.99	01	.00	79.99		
APROX MILE:173K										
OKB	CUSTOMER STATES	CHECK BRAKES & ESTIMATE	1	1	.00	01	.00	.00		
OKS	CUSTOMER STATES	CHECK SHOCKS	1	1	.00	01	.00	.00		
08115	LT245/75R16	MICH LTX A/T2 E 60K BK R24	1	1	166.00	01	.00	166.00		
METHOD OF PAYMENT:										
969.85										
CHANGE: .00										
NYS Waste Tire Management Fee \$2.50 per Tire										
WARNING: Lug nuts/bolts must be checked and retorqued immediately after the first 25 miles of use. Please return to Mavis immediately after 25 miles of your service so that we can check and retorque your lug nuts/bolts.										
I hereby authorize the repair work set forth to be done along with the necessary material & agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delay caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you & your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection at my risk. An ex-press Mechanics Lien is hereby acknowledged on said vehicle to secure the amount of repairs thereto. I hereby waive my rights to a written estimate of the extent nature & cost of the service to be provided. Liability will not hold you responsible for fees on rental cars. Any warranties on the products sold hereby are those made by the manufacturers. The seller hereby expressly disclaims all warranties either expressed or implied warranty of fitness for a particular purpose & neither assumes any person to assume for it any liability in connection with the sale of said product. These repairs are covered: by a limited warranty-labor 30 days or 1,000 miles, whichever comes first by the dealer-parts, 90 days or 4,000 miles, whichever comes first by the manufacturer. The dealer hereby limits any implied warranties to the same period. I will not stop payment on any parts and/or labor.										
X SIGNATURE										
PARTS	LABOR	TAXES	TAXES	F.E.T.	N.Y. STATE WASTE TIRE FEE	TOTAL PAYABLE AMOUNT				
765.97	127.95	7.875	65.95			969.85				

FALKEN

Continental

COOPER Tires

DUNLOP

KELLY KRES

GOODYEAR

MAXXIS

GENERAL TIRE

IRELLI

KORDHAMA

CHAPPAQUA, NY

WESTCHESTER NY 105

29 DEC 2012 PM 3 L



Administrator
Natl Hwy Traffic Safety Admin
1200 New Jersey SE
Washington DC 20590

20590

