



Nursing & Rehabilitation Center

February 7, 2014

Michelin North America
Consumer Care Department
One Parkway South
Greenville, SC 29615

Re: Safety Recall Notice
NHTSA Recall Number 13T-012

Dear Sirs:

Enclosed you will find a copy of the recall notice we received related to our 2010 Ford Truck E250 Van, VIN # 2B5WB35Z11K [REDACTED]

On March 15, 2013, we experienced a problem with one of the Michelin tires on our van. It was noted to have a bulge on the sidewall. We took it to our local PepBoys on 3-15-2013. PepBoys advised us at that time that the tires did not meet OEM specifications and we replaced all four tires for a total cost, including labor, of \$862.94.

Upon receipt of this recall notice, we checked the spare tire that was in our van and it is one of the recalled tires in this notice, as verified by our local Ford Dealership. The Ford Dealership is addressing replacement of this spare tire still in our possession. This spare tire description is LTX M/S LT225/75R16 115/112R, DOT Sequence B3JH AKEX, DOT production 1510.

Our problem is that back in March of 2013, when we replaced all four tires, which were the original tires on the van when purchased and would be the same as the spare still in our possession, we had no idea they were on recall. Therefore, I am not able to provide a receipt for replacement that includes the model name and size of the tire that was replaced along with the DOT codes. Your instructions for consumers For Affected Tire Replacements Prior to Recall is requiring this information to be on the receipt.

I have enclosed the receipt for replacement of the four tires that was performed by PepBoys on March 15, 2013, along with a copy of the cancelled check received from our bank. I would hope that you would honor reimbursement of the fees we incurred at that time, as there would be no reason for us to have know that we needed to record the requested information on that receipt at that time.

Thank you for your consideration of this reimbursement request in the amount of \$862.94.

Sincerely,

Beverly Pellegrino, Administrator

cc: Administrator
National Highway Traffic Safety
1200 New Jersey Av SE
Washington, DC 20590

223 South Resler · El Paso, Texas 79912
Phone (915) 584-9417 · Fax (915) 833-6596 · www.FranklinHeightsNursing.com

AM
2/19/14
SMD

NVS 200

CL-10565131-1269

EXECUTIVE SECRETARIAT

2013 FEB 18 A 8:10

RECEIVED

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



IMPORTANT SAFETY RECALL

NHTSA Recall Number 13T-012

Date: January 6, 2014

Subject: SAFETY RECALL NOTICE

Dear Michelin Tire Owner,

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

Michelin North America, Inc. has decided that a defect which relates to motor vehicle safety exists in one version of a specific size of the Michelin LTX M/S tire, and it is included in a safety recall.

You are receiving this letter because our records indicate that you may have purchased a Ford E-Series Van or Chassis Cab vehicle fitted with these tires, or purchased them as new replacement tires at retail.

The recalled tires have the potential to experience tread loss and/or rapid air loss. This condition may increase the risk of tire failure and a vehicle crash.

Following is the product description, DOT (Department of Transportation) sequence identifiers and DOT production period of the manufacturing population which contains the recalled tires. The DOT information is molded to the sidewall of each tire: the DOT sequence number and 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, "2312" refers to the 23rd week of the year 2012.

Tire Description	MSPN (Retail Part Number)	DOT Sequence	DOT Production Periods (Inclusive)
Michelin LTX M/S LT225/75R16 115/112R LRE	25516	B3JH AKEX	0210 - 2512

888.353-3251

Tires matching this description, DOT sequence identifier and DOT production time period are part of this recall. If your tires match the above identifiers, please visit your local Michelin retailer or nearest Ford dealership as soon as possible to have them removed and replaced, including mounting and balancing, free of charge.

To locate a Michelin retailer, please visit the online dealer locator at www.MichelinMan.com or to locate a Ford Dealership, visit www.fordowner.com. There is also detailed information about this recall available at:

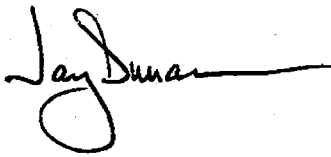
www.MichelinMan.com/safetyrecall

If you have additional questions after visiting the website and your Michelin retailer, please contact Michelin Consumer Care at 1-800-231-5893 (language options: English and Spanish) 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. Eastern Time, Saturday – Sunday.

If your servicing Michelin 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 that reads "Jay Duncan". The signature is written in a cursive style with a long horizontal line extending to the right.

Jay Duncan
Quality 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 Michelin retailer. The documentation described below must be presented to the Michelin 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:

Michelin North America
Consumer Care Department
One Parkway South
Greenville, SC 29615

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 you 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:

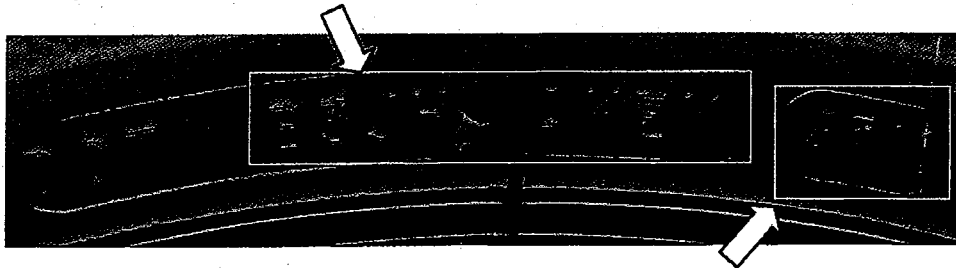
1. Determine if it matches the information below:

Tire Description	MSPN (Retail Part Number)	DOT Sequence	DOT Production Periods (Inclusive)
Michelin LTX M/S LT225/75R16 115/112R LRE	25516	B3JH AKEX	0210 - 2512

If the information on the sidewall of your tires does not match these identifiers, it is not part of the recall.

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 Michelin Consumer Care at 1-800-231-5893.

DOT sequence begins with B3JH AKEX ----



and ends with a date code (2-digit week and 2-digit year) between 0210 and 2512 inclusive.

[REDACTED]

EL PASO, TX
PH. [REDACTED]

PAY TO THE ORDER OF Pep Boys DATE 3-15-13 80-1899-810

EIGHT HUNDRED AND SIXTY TWO DOLLARS AND 99/100 \$ 862⁹⁹/₁₀₀

THE BUSINESS BANK
OF SAINT LOUIS
8000 Maryland Avenue
Clayton, MO 63105
314-721-9900

FOR Tires [REDACTED] TWO SIGNATURES REQUIRED

[REDACTED]

[REDACTED] \$862.99 03/20/2013



SIERRA PLAZA
7465 N. MESA
7465 N MESA ST
EL PASO, TX 79912
(915) 584-8276

TRACKING ID# *	
Store ID #	Service Work Order #
0753	2100249

Insurance : Service Manager : ROBERT LOZOYA

Policy Number :

Name: Franklin Heights Address: 223 S RESLER DR City: EL PASO State: TX Zip: 79912-4303 Home Phone: (915)584-9417 Contact Phone: (915)584-9417	Year: 2010 Make: FORD TRUCK Model: E250 VAN Engine: V8-281 4.6L SOHC Vin No.: [REDACTED] License No.: [REDACTED] Mileage In / Out: 35798 / 35798 Color: WHITE	Date : 2013-03-15 Entered By: FIDEL ROMERO Time In: 12:23:00 Date/Time Promised: 2013-03-16 20:30:00 Old Parts Returned: no
Storage Charges: If your car remains in our premises longer than 3 days after notification that repairs are completed, storage charges will begin at the rate of \$10.00 per day		

I HEREBY AUTHORIZE PEP BOYS TO PERFORM THE REPAIRS ON THIS WORK ORDER AND TO FURNISH THE NECESSARY MATERIALS AND ITS EMPLOYEES TO OPERATE THE VEHICLE FOR PURPOSES OF INSPECTION, TESTING AND DELIVERY. I UNDERSTAND THAT ANY COST QUOTED IS AN ESTIMATE. I UNDERSTAND THAT UNLESS DIRECTLY CAUSED BY PEP BOYS, IT IS NOT RESPONSIBLE FOR ANY LOSS OR DAMAGE TO THE VEHICLE OR ITS CONTENTS, THAT THE VEHICLE MAY BE PARKED IN THE PEP BOYS' PARKING LOT AND THAT VEHICLES ARE LEFT OVERNIGHT AT OWNER'S RISK.

Parts \$:	Labor \$:	Total \$:	Date and Time:
649.88	121.95	873.77	2013-03-16 09:00:33

CUSTOMER NOTIFIED OF AND APPROVED INCREASE(S) IN THE ORIGINAL ESTIMATED PRICE

() IN PERSON () PHONE

SIGNED _____ DATE _____

YOU WILL NOT BE CHARGED A TIRE HANDLING CHARGE IF YOU CHOOSE TO DISPOSE OF YOUR OWN TIRES.

NOTICE: - IF YOU ELECT TO DISPOSE OF YOUR OWN TIRES, YOU ARE RESPONSIBLE FOR PROPERLY DISPOSING OF YOUR USED TIRES IN ACCORDANCE WITH EPA GUIDELINES AND ANY APPLICABLE LAWS

CUSTOMER SIGNATURE

TYPE	PART	DESCRIPTION	CODE	MECHANIC	HRLY RATE	HRS	QTY	SOURCE	EACH	TOTAL
PK	9084807	TIRE INSTALLATION PACKAGE								
LB		TIRE MOUNTING	N	EDGAR SIERRA			4		0.00	0.00
LB		WHEEL BALANCE PASSENGER 16-19 & TRUCK	N	EDGAR SIERRA			4		12.99	51.96
PN	4000	ROAD HAZARD WARRANTY	N				4		17.15	68.60
PN	VS950	DILL Tire Pressure Monitoring System Component Kit	N				4		7.99	31.96
LB		REBUILD TPMS	N	EDGAR SIERRA			4		0.00	0.00
LB		COMPUTERIZED WHEEL ALIGNMENT	N	EDGAR SIERRA			1		69.99	69.99
Package SubTotal :222.51										
LB		ADVISOR NOTE	N	EDGAR SIERRA		0	1		0.00	0.00
		RIGHT REAR TIRE PLACE UNDER AS SPARE.								
		CHANGE TIRE UNDERNEATH WITH NEW TIRE								
PN	W11505W060	Cooper Discoverer H/T LT245/75R16	N				4		171.99	583.96
		Satisfaction							-26.00	
		60,000 MILE PRORATED								

Parts: 684.52 Labor: 121.95 Other: 0.00 Tax: 56.47 Total: 862.94

Tender Date : Tender Time :
 POS Trans # : -1 Store : 0753
 Tender Register : Tender Till # :
 Tender Cashier :

General Comments

OTH TIR TIR ALN ACC
 Tires on this work order does not meet OEM specifications for your vehicle.

Code Descriptions

* You can now track your Vehicle's Status online. Just go to www.pepboys.com and enter your Tracking ID number (0753 - 2100249), in the E-Service Center

Store ID - Service Work Order



NEED A TOW? CALL 1-800-PEP-BOYS or 1-800-737-2697



Franchise Systems Training & Rehab
223 S. Resler
El Paso, TX 79912



Administrator
National Highway Traffic Safety
1200 New Jersey Av. SE
Washington, DC 20590