

CL-10566148-3936

[REDACTED]
Powhatan, VA [REDACTED]
February 11, 2014

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

FEB 24 2014

Re: **NHTSA Recall Number 13T-012**

I am the owner of a 2003 Winnebago Minnie RV (VA Reg. GSPS RV) with less than 66,000 miles. I am an experienced driver and consistently maintain my vehicles in proper, roadworthy condition. I have experienced multiple failures with Michelin tires, including those subject to the recall noted above, resulting in personal expense and insurance claims for significant damage to the vehicle.

On 5/21/2013, while at County Line Tire (1922 Anderson Highway, Powhatan, VA) I inquired from the owner David T. Griles about the condition of my RV's Michelin tires; the sidewalls were showing cracking. I was introduced to James Hutton, a Michelin Tire representative associated with American Tire in Richmond VA. Hutton examined the tires; he called Michelin and established a case number for replacement of four (4) tires. At Hutton's direction, two of the affected tires (front) were replaced immediately; the other two (outside rear) were replaced later that day and I was reimbursed by Michelin. The inside rear tires were not replaced at that time.

On 8/27/2013, while southbound on Interstate 81 in PA, traveling 65 mph, I experienced a blow-out of the left rear inside tire, causing considerable damage (in excess of \$7000) to two lower basement compartments, cables, electrical hook-ups, etc. The affected tire was subject to the recall. Good Sam Roadside Assistance was called; the damaged tire was replaced with an almost new spare tire. I retained the damaged tire. Approximately 10 hours later (still en route home) in Fredericksburg, VA, a second blow-out occurred. Again, Good Sam Roadside Service was called (Donald B. Rice Tire Co., Culpeper, VA). The service technician replaced not only the inside left rear tire but also the outside left rear tire which, though undetected at the time, had been damaged by the earlier blow-out and was losing air, contributing to the blow-out of the inside (replacement spare) tire. At this point both left rear tires were replaced with new Goodyear tires since I no longer had a spare. I should note that when I inquired of this service technician about Michelin tires, he stated they had been having problems with Michelins on RVs and trucks. Again, I retained the damaged tires.

NAM
22514
SMD

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The two Goodyear tires and the related services were paid for on my wife's credit card (\$512.26, receipts attached).

I notified our insurance carrier, Amica, that I believed defective tires were to blame for the blow-outs. The RV was well maintained and definitely not overweight and the roadway was clear at the time of both incidents. Amica filed a subrogation claim with Michelin. Michelin requested that both tires be sent to Greenville, SC and subsequently concluded that the tires were fine and there must have been debris on the roadway. The subrogation claim was denied. Michelin offered to have the tires destroyed; I declined, had them shipped back to me, and still have them in my possession. Several weeks later we received the above noted recall notice which we immediately submitted to Amica. We have been advised that Michelin has recanted and now agrees to reimburse Amica.

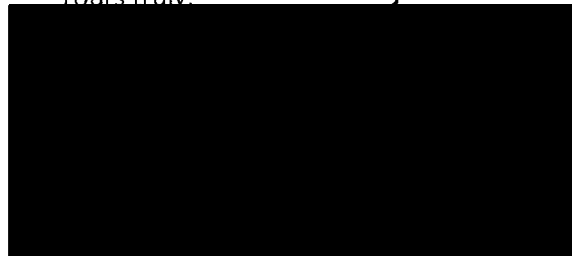
On 10/8/2013, I had to purchase a new Michelin tire at County Line Tire to replace the spare (\$273.98; receipt attached).

Although I have no supporting evidence – since I did not retain the damaged tires - I had previous issues of a similar nature with relatively new Michelin tires on the same RV. Leaving my home en route to Florida on May 9, 2010, I experienced a blow-out of the front right tire not 7 miles from home. The tire was replaced with another brand. Returning from Florida the following Sunday, the left outside rear Michelin tire blew. This was replaced (by roadside service) with the Michelin spare.

I still have one, possibly two, of these recalled tires mounted on the vehicle. I will contact the nearest Michelin retailer to have the tire(s) replaced.

I look forward to your timely response and reimbursement of (1) \$512.26 for the replacement tires on 8/27/13) as a result of the blow-out caused by the defective Michelin tire; and (2) \$273.98 for the replacement spare. Please contact me if you require additional information.

Yours truly,



Cc: Administrator NTSA
Lisa Wetzler, Amica Insurance (w/o enclosures)



September 20, 2013

[REDACTED]
Powhatan, VA [REDACTED]

Dear [REDACTED]

We thank you for giving us the opportunity to serve you when you recently required roadside assistance. Unfortunately the tire purchase and labor installation cost you required was not part of your roadside assistance. However, we were able to cover the service call and arrange for the tire to be brought to your location for the tire purchase with installation costs of \$512.26. Please accept this correspondence as a receipt for your payment received.

Our records show that:

Member #: [REDACTED]
Purchased by: [REDACTED]
Service Date: 08/27/2013
Service completed by: Goodyear – Donald B. Rice Tire Co Inc.
Vehicle Location: 5409 Jefferson Davis Highway
Fredericksburg, VA
Tire Type Purchased: Goodyear Tire Size 225/75 R16
Tire Price: \$316.80
Labor: \$151.87
Parts: \$ 11.50
Disposal: \$ 13.00
Tax: \$ 19.09
Total: \$512.26
Paid in full with: [REDACTED]
Date Paid: 08/27/2013

Thank you again for allowing us to serve you.

Sincerely,

Rachel Balk
Manager, SFM Customer Care Team
Good Sam Roadside Assistance
847-667-2667
13/0056836



MICHELIN

www.michelinman.com

Date 11/21/13

Number of pages including cover sheet 1

TO: Lab

FROM: Terry Vanchoff
Michelin North America
Post Office Box 19001
Greenville, SC 29602

Phone

Phone 800-422-1682 x86757

Fax Phone

Fax Phone 864-458-5472

CC:

REMARKS: Urgent For your review Reply ASAP Please Comment

Please return the following tire:

File# 4763827 – (2) LT225/75R16 Michelin LTX M/S H1

TO:

[REDACTED]
Powhatan, VA

PH# [REDACTED]



November 21, 2013

Amica
Attn: Ms. Lisa Wetzler
PO Box 9690
Providence, RI 02940-9690

Re: [REDACTED] Loss Date: 08/27/2013
Michelin File #: 4763827

Dear Ms. Wetzler,

We have recently completed our non-destructive examination of [REDACTED] LT225/75R16 Michelin LTX M/S tire. We are always concerned when a consumer has experienced anything less than total satisfaction with our products and services and we welcome the opportunity to investigate and respond in such cases.

Examination of the tire DOT #B3JHAKEX0210, has revealed a radial break through the casing from the DOT shoulder to the non-DOT bead located at 11:00 (using the D.O.T. number as the reference point of 12:00).

Further inspection disclosed a portion of the tread and both steel belts are detached and missing in this area exposing the radial casing plies. This indicates the tire, at some prior point in time, struck an unknown object or obstruction with sufficient force, splitting the inner liner, allowing air to infiltrate into the casing. As the tire remained in service, the air infiltration progressed, ultimately causing the tread to partially detach.

Since the subject tire was damaged due to an impact break and shows no indication of a material or workmanship condition, we must respectfully deny your subrogation claim.

As our storage space is limited, we will dispose of the tire unless we hear from you to the contrary within 30 days from the date of this letter.

Sincerely,

Terry Vanchoff
Consumer Claims Manager
(864) 458-6757

Michelin North America, Inc.

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

10-3-13 - 10:00 AM
Pick-up

MCGEORGE'S ROLLING HILLS RV
11525 SUN SHADE LANE
ASHLAND VA
US
23005-8048
804-550-7323

Don

JOB WORK ORDER # 57959

Completed Date: 30 SEP 13	Customer Name:	[REDACTED]
Invoice#: 260913	Address:	[REDACTED]
Author: J.SCHRIER		: POWHATAN, VA
Stock No: 11486	Postal/Zip:	[REDACTED]
Year: 2003	Phone#(res):	[REDACTED]
Manufacturer: WINNEBAGO INDUSTRIES	Phone#(bus):	[REDACTED]
Brand: MINNIE	Cell Phone:	
Model: 29B	Email: NONE	
Serial#: 10367D271419	Purchased Date: 12 JUN 03	
Chassis#: 1FDXE45S63H [REDACTED]	Date In: 28 AUG 13	
Miles/Hrs: 65024	Scheduled Date:	
Key#: Y1624	License#:	[REDACTED]
Location: IH	Unit Type: C-CLASS C MOTORHOME	
Warranty Date: 12 JUN 03	Unit Salesman: AK	

JOB 1 Customer Pays

JOB DESC

COMPLAINT: REPAIR PER ESTIMATE. AMICA CLAIM [REDACTED] DATE OF LOSS 08/27/2013

CORRECTION: REMOVE AND REPLACE STORAGE COMPARTMENT ASSEMBLY. REMOVE AND RPELACE WHEEL WELL PROTECTOR AND DUMP STATION PAN AND HATCH. REPLACE THE BLACK WATER TANK, MUD PACK AND HEAT PAD. REPLACE ELECTRICAL 110 SYSTEM AT THE LOAD BANK SYSTEM AND 110 VOLT SHORELINE CORD. REPLACE AIR SUPPLY LINE TO THE AIR BAG SYSTEM. INSTALL MUD FLAP AND SEAL THE REAR COMPARTMENT. REPAIR FUEL SUPPLY SIDE BEZEL AND TEST.

LABOR

Z990	EST	BL	\$300.00
Z990	BLACK TANK	BL	\$500.00
Z990	WIRING	BL	\$500.00
Z990	TANKS	GD	\$500.00
Z990	WIRING	GD	\$500.00
Z990	EST	BL	\$250.00
Z990	BODY	BL	\$1,000.00
Z990	REPAIR PER ESTIMATE	BL	\$1,000.00
Z990	BADY WORK	BL	\$1,000.00

Subtotal Labor \$5,550.00

PARTS

1	ea	HANGER STRAP	\$7.28	\$7.28
1	ea	PANEL-ROCKGUARD, LP , E-CT	\$51.96	\$51.96
1	ea	COMPARTMENT - LUGGAGE	\$440.13	\$440.13
1	ea	PANEL END	\$36.04	\$36.04
1	ea	PORT COMPL-ELECTRICAL/DRA	\$213.50	\$213.50
1	ea	LATCH-SWELL	\$37.74	\$37.74
1	ea	HATCH-DECK PLATE, 6 INCH	\$25.35	\$25.35

REPAIR ORDER #57959

PAGE: 2

1	ea	LOWER COMPARTMENT SECTION	\$200.98	\$200.98
1	ea	GROMMET-HOLDING TANK, 3 NP	\$10.55	\$10.55
2	ea	GROMMET-HOLDING TANK, 11/2	\$9.53	\$19.06
2	ea	PAD-HEATER HOLDING TANK	\$103.12	\$206.24
2	ea	COUPLING-PLAS 11/2 HXH	\$1.02	\$2.04
1	ea	TANK - HOLDING - 30 GALLO	\$249.67	\$249.67
4	ea	QUICK PROBE F/RMP010 & 02	\$3.59	\$14.36
1	ea	RECEPTACLE PLATE, 30A	\$22.59	\$22.59
1	ea	POWER CORD, MALE ONLY 30A	\$53.29	\$53.29
1	ea	HND BX CVR BLANK	\$2.75	\$2.75
1	ea	HND BX CVR BLANK	\$2.75	\$2.75
1	ea	ELECT. BOX OUTLET	\$2.98	\$2.98
1	ea	ELECT. BOX OUTLET	\$2.98	\$2.98
3	ea	3/8" CLAMP CONNECTOR FOR	\$2.99	\$8.97
1	ea	3/4 CONNECTOR	\$5.99	\$5.99
1	ea	10-2 NM W/GND 25'	\$52.45	\$52.45
1	ea	SPRAY ADHESIVE	\$25.57	\$25.57
1	ea	SILICONE BLK	\$15.47	\$15.47
1	ea	METAL JUNCTION BOARD	\$3.77	\$3.77
1	ea	4" SQUARE COVER	\$7.11	\$7.11
2	ea	COUPLER	\$7.03	\$14.06
1	ea	TV HOOK-UP KIT - WHT	\$12.89	\$12.89
1	ea	TV HOOK-UP KIT - WHT	\$12.89	\$12.89
1	ea	SILICONE-STD/WHT ADHESIVE	\$21.84	\$21.84
10	ea	DOOR SEAL	\$2.28	\$22.80

Subtotal Parts \$1,806.05

EXTRAS

HAZARDOUS MATERIALS DISPOSAL	\$25.91
SHOP SUPPLIES	\$50.00
FREIGHT	\$124.90
COMPARTMENT DOORS, WINNEBAGO PARTS	\$163.31

Subtotal Extras \$364.12

Job 1 Subtotal \$7,720.17

JOB TOTALS

COMMENTS:

Labor	\$5,550.00
Sublet Repairs	\$0.00
Parts	\$1,806.05
Extras	\$364.12

SUBTOTAL \$7,720.17

Sales Tax	\$98.40
Payments	\$0.00

TOTAL DUE \$7,818.57



AUTO HOME LIFE

Claims Processing - Amica Scan Center
PO Box 9690
Providence, RI 02940-9690

Toll Free: 1-800-39-AMICA
(1-800-392-6422)
Fax: 1-866-847-1608

August 28, 2013

[REDACTED]
Powhatan, VA [REDACTED]

File Number: [REDACTED]
Date of Loss: 08/27/2013
Deductible: \$100.00

Dear [REDACTED]

Thank you for notifying us of your loss.

We have ordered an appraisal for your motor home. Any covered repair costs contained in this appraisal will be subject to the deductible listed in the heading. We will contact you when we receive the written appraisal.

Your policy has coverage for temporary transportation expenses. We will pay up to \$600 for transportation expenses, including expenses for rental reimbursement, incurred by you. Our payment will be limited to that period of time reasonably required to repair or replace your automobile. Please contact our office so we may assist you in arranging for temporary transportation and avoid unnecessary expenses.

If you have any questions, please feel free to contact me.

Sincerely,

Lisa Wetzler

Lisa Wetzler
Claims Service Rep. I
800-392-6422 x66031
LWETZLER@AMICA.COM





AUTO HOME LIFE

Claims Processing - Amica Scan Center
PO Box 9690
Providence, RI 02940-9690

Toll Free: 1-800-39-AMICA
(1-800-392-6422)
Fax: 1-866-847-1608

September 6, 2013

[REDACTED]
Powhatan, VA [REDACTED]

File Number: [REDACTED]
Date of Loss: 08/27/2013
Amount Paid: \$500.00

Dear [REDACTED]

Enclosed is our check in the amount of \$7718.57 representing the agreed figure between our appraiser and the repair shop of your choice, less your deductible, for the repair of damage caused to your auto on the date of loss listed above.

It is understood that we will make a supplemental payment for any hidden damage which is reasonably determined to be connected with this incident. If such damage is discovered, please notify us promptly so our appraiser may inspect the damage.

If you have any questions, please feel free to contact me.

Sincerely,

Lisa Wetzler

Lisa Wetzler
Claims Service Rep. I
800-392-6422 x66031
LWETZLER@AMICA.COM



Date: 9/5/2013 02:58 PM
 Estimate ID: MT03YZ03
 Estimate Version: 0
 Preliminary
 Profile ID: * Mitchell

FrontLine Appraisals, LLC

P.O. Box 11724, Lynchburg, VA 24506
 (877) 222-0885 ext. 102
 Fax: (866) 631-0316
 Email: dan.read@frontlineadjusting.com

Damage Assessed By: Daniel Read

Condition Code: Good
 Date of Loss: 8/27/2013
 Deductible: 100.00
 File Number: 61771
 Policy No: [REDACTED]

Type of Loss: Comprehensive (Spec)
 Arrival Date: 8/29/2013

Claim Number: [REDACTED]

Insured: [REDACTED]
 Owner: [REDACTED]
 Address: [REDACTED] Powhatan, VA [REDACTED]
 Telephone: Home Phone: [REDACTED]

Mitchell Service: 911149

Description: 03 Winnebago Minne 29B
 VIN: 1FDXE45S63H [REDACTED]
 Mileage: 65,024
 OEM/ALT: A
 Options: CUSTOM PKG.

Search Code: B870866

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number	Dollar Amount	Labor Units	CEG Unit
1	900500	BDY *	REMOVE/REPLACE	Compartment Luggage	New	540.13 *	0.0*	T
2	900500	BDY *	REMOVE/REPLACE	Latch Swell	New	47.74 *	0.0*	T
3	900500	BDY *	REMOVE/REPLACE	Hatch Plate Black Flange	New	25.35 *	0.0*	T
4	900500	BDY *	REMOVE/REPLACE	Drainage Compartment	New	280.98 *	0.0*	T
5	900500	BDY *	REMOVE/REPLACE	E-Coated Panel	New	56.04 *	0.0*	T
6	900500	BDY *	REMOVE/REPLACE	Plumbing Hatch Com	New	273.50 *	0.0*	T
7	900500	BDY *	REMOVE/REPLACE	Mud Guard Support	New	7.25 *	0.0*	T
8	900500	BDY *	REMOVE/REPLACE	Rock Guard Panel	New	81.96 *	0.0*	T
9	900500	BDY *	REMOVE/REPLACE	Holding Tank	New	349.67 *	0.0*	T
10	900500	BDY *	REMOVE/REPLACE	Coupling Nipple 2@2.51	New	5.02 *	0.0*	T
11	900500	BDY *	REMOVE/REPLACE	Heating pad	New	103.12 *	0.0*	T
12	900500	BDY *	REMOVE/REPLACE	Grommet Holding 2@10.77	New	21.53 *	0.0*	T
13	900500	BDY *	REMOVE/REPLACE	3" NPS WDL	New	10.55 *	0.0*	T
14	900500	BDY *	REMOVE/REPLACE	Amp Power Supply Cord	New	64.99 *	0.0*	T
15	900500	BDY *	REMOVE/REPLACE	Transfer Switch	New	149.00 *	0.0*	T
16	900500	BDY *	REMOVE/REPLACE	Amp Junction Box	New	42.96 *	0.0*	T
17	900500	BDY *	REMOVE/REPLACE	Romex Wire 10@2.50	New	25.00 *	0.0*	T
18	900500	BDY *	REMOVE/REPLACE	Air Line Service Kit	New	53.95 *	0.0*	T
19	900500	BDY *	REMOVE/INSTALL	Labor to Replace and Repair	Existing		41.5*	
20	936004		ADD'L COST	Shipping		300.00 *		
21	936007		ADD'L COST	Shop Materials		75.00 *		T

* - Judgment Item

ESTIMATE RECALL NUMBER: 09/05/2013 14:58:24 MT03YZ03

Mitchell Data Version: OEM: AUG_13_V0829
 MAPP:AUG_13_V0902

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Software Version: 7.0.487

Page 1 of 3

Date: 9/5/2013 02:58 PM
Estimate ID: MT03YZ03
Estimate Version: 0
Preliminary
Profile ID: * Mitchell

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF AUTOMOBILE PARTS NOT MADE BY THE ORIGINAL MANUFACTURER. PARTS USED IN THE REPAIR OF YOUR VEHICLE BY OTHER THAN THE ORIGINAL MANUFACTURER ARE REQUIRED TO BE AT LEAST EQUAL IN LIKE KIND AND QUALITY IN TERMS OF FIT, QUALITY AND PERFORMANCE TO THE ORIGINAL MANUFACTURER PARTS THEY ARE REPLACING.

ESTIMATE RECALL NUMBER: 09/05/2013 14:58:24 MT03YZ03

Mitchell Data Version: OEM: AUG_13_V0829

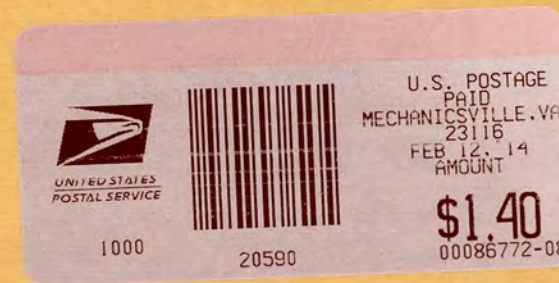
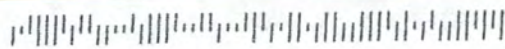
MAPP:AUG_13_V0902

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Software Version: 7.0.487

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Powhatan VA



first class

Administrator, NHTSA
1200 New Jersey Ave, S.E.
Washington, DC 20590

Re: NHTSA Recall # 13T-012