

NYS-200

CL-10576636-7019

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

[Redacted]

Fresno CA [Redacted]

[Redacted]

March 13, 2014

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

MAR 26 2014

Dear Administration:

Approximately two weeks ago I went to America's Tire with Michelin NHTSA Recall # 13T-012 in hand. I had bought four Michelin "LT225/75R16E1 115R B Michelin LTXM/S Tires" for my Jeep Grand Cherokee 2001 to have my tires replaced as specified on the recall notice. America Tire states they cannot replace my tires with Michelin, only with BF Goodbridge tires. I stated I bought Michelin and would prefer to keep with Michelin, however they stated there would be a two month waiting period.

I am writing this letter to complain about the fact that I paid for Michelin and they want to replace my tires with cheaper tires. I am enclosing a copy of the receipt of purchase of tires.

If you can solve this problem I'd appreciate it, with either a refund or a rush for me to get my tires replaced. As a side note, I did attempt to replace my recall tires in a timely manner. If there is an accident I should not be held liable or at fault.

Sincerely,

[Redacted Signature]

CC: America's Tire Receipt  
3877 N. Blackstone Ave  
Fresno, CA 93724  
(559) 229-9233

NAM  
4114  
SMD

# AMERICA'S TIRE

FRM# 1586232

DATE: 07-15-2011 TIME: 8:22 AM

CUSTOMER INFORMATION	VEHICLE INFORMATION	STORE LOCATION
<p>[REDACTED]</p> <p>FRESNO CA [REDACTED]</p> <p>(H) [REDACTED]</p> <p>(W) [REDACTED]</p>	<p>2001 JEEP GRAND CHEROKEE ALL 225/75R16</p> <p>CARRY OUT TORQUE SPECS: 110</p>	<p>CAN 27 3877 N BLACKSTONE AVE FRESNO CA 93726 PHONE: 559-229-9233 065 DANIEL D HECK WORK ORDER# _____</p>

CODE	CC	QTY	SIZE	DESCRIPTION	F.E.T.	PRICE	AMOUNT
33633	NRM	6	LT235/85R-16/E1 120Q	KUM ROAD VENTURE AT KL78	.00	128.00	768.00
WARRANTY:		SEE REVERSE SIDE FOR WARRANTY DETAILS					
COMMENT:		BOLT PATTERN: 5-127					
COMMENT:		INFLATION F:35 R:35					
80075	NRM	6	STATE REQUIRED	ENVIRONMENTAL FEE	.00	1.75	10.50
80224	NRM	6	WASTE TIRE DISPOSAL	FEE	.00	2.00	12.00
80219	NRM	6	INSTALLATION &	LIFETIME SPIN BALANCING	.00	16.00	96.00
80402	NRM	6	VALVES, ROTATIONS &	LIFETIME REPAIRS INCLUDED	.00	.00	.00
34768	NRM	4	LT225/75R16E1 115R B	MICHELIN LTX M/S	.00	178.00	712.00
WARRANTY:		MILEAGE- 60,000 SEE REVERSE SIDE FOR WARRANTY DETAILS					
COMMENT:		install tires on jeep today coming back for truck later date					
COMMENT:		INFLATION F:40 R:40					
80075	NRM	4	STATE REQUIRED	ENVIRONMENTAL FEE	.00	1.75	7.00
80224	NRM	4	WASTE TIRE DISPOSAL	FEE	.00	2.00	8.00
80219	NRM	4	INSTALLATION &	LIFETIME SPIN BALANCING	.00	16.00	64.00
80402	NRM	4	VALVES, ROTATIONS &	LIFETIME REPAIRS INCLUDED	.00	.00	.00

Michelin Flat Tire Assistance - 1-888-553-4327

The tire and/or wheel you have chosen is different from the original equipment provided with your vehicle and may change its handling or stability characteristics. Further information is available from your America's Tire salesperson.

SUBTOTAL: 1,677.50  
 TAX: 119.63  
 TOTAL: 1,797.13  
 TENDERED: 1,797.13

XXXXXXXXXXXXX A# [REDACTED]

Signature on file



## IMPORTANT SAFETY RECALL

**HTSA 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.

These tires are typically found on such vehicles as commercial light trucks, full-sized heavy duty vans, small RVs, and some large pickup trucks.

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.

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

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 23<sup>rd</sup> week of the year 2012.

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

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 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](http://www.MichelinMan.com). There is also detailed information about this recall available at:

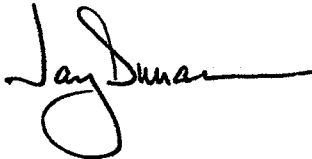
[www.MichelinMan.com/safetyrecall](http://www.MichelinMan.com/safetyrecall)

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](http://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,

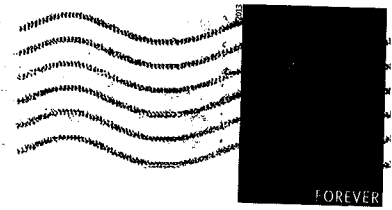
A handwritten signature in black ink that reads "Jay Duncan". The signature is written in a cursive style with a long horizontal line extending to the right.

Jay Duncan  
Quality Director

[Redacted]  
Fresno CA [Redacted]

FRESNO CA 936

20 MAR 2014 PM 1 L



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

20590

