

SEP 18 2014

 DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
		Date Received 22-AUG-2014	Repository ☐ Reference No. 10627529
OWNER INFORMATION (Type or Print)			
Name [REDACTED]		Daytime Telephone Number [REDACTED]	
Address [REDACTED]		E-mail Address NOEMAIL@UNK.GOV	
City AVON PARK	State FL	Zip Code [REDACTED]	Evening Telephone Number [REDACTED]
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).			
VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side SALJN1246SA [REDACTED]		Make LAND ROVER	Model DISCOVERY
		Model Year 1995	
Date Purchased 1995	Dealer's Name and Telephone Number BANK INVESTMENTS, L.L.C.		Engine: No: Cylinders
Original Owner ☒	Dealer's City ORLANDO (OCLEO)	State FL	Zip Code 32761
Transmission Type	☒ Antilock Brakes	Powertrain	Fuel Type: Regular
	☒ Cruise Control	Multiple Failure: Tire Defect Aug 19, 2014	Incident Date(s) 01-AUG-2014
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Codes: 190000 TIRES, 191000 TIRES <u>TREAD/BELT</u>		Failure Mileage 72716	Failure Speed 60
<i>I HAVE ONE OF THE TIRES IN MY POSSESSION!</i> 3 TIRES & 2 DRY ROTTED			
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE			
Tire Make MICHELIN	Tire Model (Name or Number) CROSS TERRAIN	Tire Size (Example P215/65R15) * 235/70R16	
DOT No. (Example: DOTM19ABC036) 49S09579050	☒ Original Equipment ☒ Prior Repair	Failure Location: PASSENGER SIDE REAR	
Tire Component Code 191000 TIRES <u>TREAD/BELT</u>	Tire Failure Type: TREAD SEPARATION		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE			
Make:	Date Manufactured:	Model No./Name:	
Seat Type:	Installation System:		
Child Seat Component Code:	Failed Part:		
APPLICABLE INCIDENT INFORMATION			
(Please describe in detail the incident(s), Failure(s), Crash(es) and injury (ies).)			
Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Deaths
		Reported to Police N	
Narrative Description of Incident(S), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).			
TL* THE CONTACT OWNS A 1995 LAND ROVER DISCOVERY EQUIPPED WITH MICHELIN CROSSTRO II TIRES, SIZE P235/70 R16. THE CONTACT STATED THE WHILE DRIVING 60 MPH, THE VEHICLE STARTED SHAKING AND THEN THERE WAS A LOUD BOOM SOUND. THE VEHICLE WAS MANEUVERED TO THE SIDE OF THE ROAD WHERE THE CONTACT NOTICED THAT THE REAR PASSENGER'S SIDE TIRE TREAD HAD SEPARATED. THE SPARE TIRE WAS INSTALLED ON THE VEHICLE BUT THE FAILURE RECURRED ON THE SAME SIDE OF THE VEHICLE. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE TIRE FAILURE MILEAGE WAS 72,716. THE VEHICLE FAILURE MILEAGE WAS UNKNOWN. THE DOT NUMBER WAS 4PS 09579050.			
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY			
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.			

September 12, 2014

Avon Park, FL

To whom it may concern,

Michelin Tires is selling retread, dry rotted tires as new tires. I paid \$912.58 and had nothing but grief from beginning to end. The tires were ordered from Sears in Sebring, Florida as new Michelin tires off road on road tires(which means they are larger than normal tires). When the tires arrived the mechanic did not torque the front left tire correctly 3 lug nuts were torqued and 2 were not. The tire was wobbling and ruined my lug nuts. Therefore, my warranty was void when my tires were placed on my vehicle. Sears had to order me 5 new lug nuts from Land rover to replace the ruined ones. Then, every time I went to my VA appointments at Bay Pines AKA CW Bill Young VA hospital (which is 4 hours round trip)my vehicle would have a flat tire, this happen to me 3 times. So, I took my vehicle to Sears in St. Petersburg, Florida, after the first incident and I was informed by mouth not in writing or by telephone that there was a recall on Sears's stem valves that they had made in China. The recall began on December 8, 2008 because the Federal Government had already began an investigation into the Sears's stem valves September 5, 2008. Sears replaced the stem valves in 2009 but my tires were already compromised when they each went flat and I had driven almost 50 miles with the air seeping out slowly. Each time I had my oil changed even with the new stem valves my tires would be down 15 pounds of air. Then August 1, 2014 the tread came off 2 of my tires while I was driving on highway 95 and I had to have them replaced I was told they had dry rotted and de-treaded. On August 19 the tread came off my 3rd tire while I was on highway US 27 returning from the VA hospital in Tampa. Only by the grace of Jesus Christ I am still alive! When I contacted Michelin they informed me that I could take my vehicle and have the tire checked. So, I took them to Big T Tires in Avon Park, Florida and they confirmed that the tire had dry rotted and de-treaded. Now, Michelin does not want to pay for my tires stating the warranty is up. But I paid for real tires not retreads or dry rotted tires so the warranty has nothing to do with it and Michelin owes me 5 real tires I had to replace and I want 912.58 back from Michelin Tires for selling me retreads as new tires through Sears in the first place. Retreads cost no more than \$20.00 and I would never purchase retreads. Then one of Michelin representatives lied and stated Michelin does not make retread tires. There are over 77 Michelin retread companies right here in America! I am a united States Veteran who has several injuries and I need my vehicle in excellent condition at all times because I constantly have VA appointments in St. Petersburg, Tampa or Sebring. I have searched the internet and found out that people have been killed and injured because of these Michelin tires due to various defects and neither Sears or Michelin will give anyone replacement tires for free. Since the death of [REDACTED] Michelin the former CEO of Michelin tires the company has never been the same. Even the Michelin representative for Highlands county refused to come to Sears and look at my tires. I have pictures of one of my tires on my faebook page under [REDACTED] I need your help to resolve this issue with the liars of Michelin dry rotted and tread separation tires.

Thank you very much!

Sincerely,

