

CL-10639965-7328

September 10, 2014

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

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

Re: Reimbursement for tire replacement expense (Failure to Reimburse)
NHTSA Recall Number 13T-012

SEP 18 2014

Dear Sir or Madame:

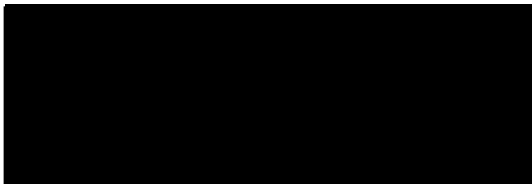
In accordance with a safety recall of the Michelin tires I had on my motorhome, I drove the vehicle to the closest Michelin Tire dealer that would replace the vehicles tires. The dealer replaced the tires without cost.

The reason for my letter is that the replacement of the tires was not to have cost me anything. The tires had to be replaced I do not believe I had any option otherwise. This recall was no fault of mine and I should not have to shoulder any expense for the recall. However, in order to have the tires replaced, it did cost me \$40.45.

Please see the attached letter which I sent to Michelin, it gives further explanation of the events. Michelin did not respond to my letter for reimbursement. It would be appreciated if you would intercede on my behalf in order that I receive the funds I had to expend, again through no fault of my own.

Thank you for your assistance.

Sincerely,



Lyons Falls, NY 

AM
92514
SMD

June 9, 2014

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

Re: Reimbursement for tire replacement expense
NHTSA Recall Number: 13T-012

Dear Sir or Madame:

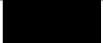
I received Michelin's January 6, 2014 Safety Recall Notice concerning the Michelin tires which were on my 2012 Four Winds Motor home. All seven (7) of the tires were checked and found to be within the recalled DOT Production Periods (0210 – 2512). All of the tires were subsequently replaced by Cheney Tire of Watertown, N.Y., without any charge by Cheney Tire.

The issue I have concerning the Recall and replacement of the tires is the fact that it was not possible for my tires to be replaced without an expense to me. Through no fault of my own this "Safety Recall" did cost me \$40.45. I believe the intent; of the January 6, 2014 Safety Recall Notice from Michelin and the December 13, 2013 letter from Jennifer Timian, Chief of the Recall Management Division of the US Department of Transportation. To John Emerson, Director of Michelin North America was that the remedy to the issue was that Michelin would replace tires "free of charge" or in other words "without expense to the tire owner".

On May 15, 2014 I drove my camper (with a full tank of gasoline) with the defective tires from my residence in Lyons Falls, NY directly to Cheney Tire of Watertown, NY for the express purpose of having the defective tires replaced. Once replaced, I drove directly back to my Lyons Falls residence. I refilled my camper's gas tank the following day. The camper used 10.51 gallons of gasoline for the 82 mile round trip to Watertown and back. The price of the fuel was \$40.45.

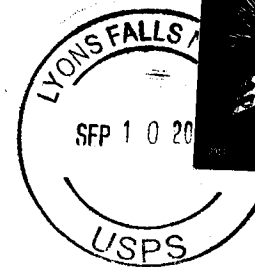
I respectfully submit that I should not have to bare any expense for the replacement of the tires. To restate the obvious, this recall cost me a financial expense through no fault of mine. Please forward the \$40.45 reimbursement to me. Thank you for your attention to this matter.

Sincerely,


Lyons Falls, NY 



Lyons Falls, NY



ADMINISTRATOR
NATIONAL HIGHWAY TRAFFIC SAFETY ADMIN.
1200 NEW JERSEY AVE., SE
WASHINGTON, DC 20590

