

[REDACTED]

September 30, 2024

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

Dear Administrator,

I am writing to lodge a complaint regarding the NHTSA Recall #23T002000 for the recall of four Michelin tires I purchased from Discount Tire in Washington State in May 2022.

In August 2024, I was charged \$325.79 by the same dealer to 'replace' the recalled tires. I understand that the tires were replaced at Discount Tire in accordance with the recall notice, but I am confused about the reason for the additional fees. Specifically, I am wondering why I was assessed a value fee and why the Bridgestone tires, which were in inventory at the time of the recall, are not fully compensatory. It's important to note that the Michelin tires I originally bought had the 'Alpine Symbol,' and the new Bridgestones also have this symbol.

I have attached copies of the recall notice and the replacement invoice for your reference.

Sincerely,

[REDACTED]

[REDACTED]
PHONE

[REDACTED]
ADDRESS

BELLEVUE WA [REDACTED] UNITED STATES

Handwritten signature



IMPORTANT SAFETY RECALL

NHTSA Recall # 23T002000

June 12, 2023

Subject: VOLUNTARY 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.

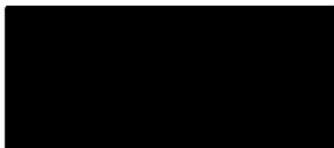
Michelin North America, Inc. and Michelin North America (Canada), Inc. have decided to voluntarily recall AGILIS® CrossClimate® C-Metric tires, in sizes 185/60R15C, 195/75R16C, 205/65R15C, 205/75R16C, 225/75R16C, 235/65R16C. These tires are marked with the Alpine Symbol, but do not meet the traction requirements for snow tires. As such, these tires fail to comply with the requirements of the Federal Motor Vehicle Safety Standard (FMVSS) number 139, "New Pneumatic Radial Tires for Light Vehicles." Tires that do not comply with regulatory requirements may increase the risk of a crash. You are receiving this letter because our records indicate that you may have purchased one or more of these replacement tires at retail.

Tire identification information is molded into the sidewall of each tire, directly above the bead. For information that you will need to determine whether your tires are part of the recall or not, see section "Reading DOT Sidewall Markings" at the end of this document. If you have any questions concerning whether a tire is part of the recall or not, please contact Michelin Consumer Care at 1-888-971-3801 for assistance.

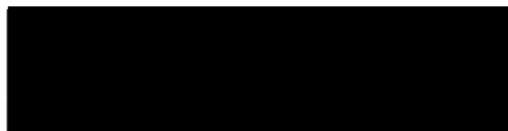
If your tires are part of the recall, please visit your local Michelin retailer based on the timing listed within Exhibit A attached to this document. The Michelin retailer will have them removed and replaced, including mounting and balancing, free of charge. Michelin retailers may be located using the online dealer locator at www.michelinman.com. If your servicing Michelin retailer fails or is unable to provide the service as described above without charge, or within a reasonable amount of time, please contact Michelin Consumer Care at 1-888-971-3801. Please see Exhibit A for options and timing for replacement tires.

Commitment to safety, quality and respect for the customer are our highest priorities. Please accept our sincerest apologies for any inconvenience that replacing these tires may cause. Thank you for your support in helping us to implement a successful recall.

Sincerely,



Nate Kirian
Vice President, B2B Sales
Michelin North America



Andrew Meurer
Vice President, B2C Sales
Michelin North America

EXHIBIT A:

Please contact your local Michelin Dealer to have your tires replaced free of charge. Michelin retailers may be located using the online dealer locator at www.michelinman.com. Your local authorized Michelin Tire Dealer will provide you one of the following options to replace your tires at no cost to you per the estimated timing below. Remember, the replacement Agilis CrossClimate C-Metric tires will no longer be qualified for or be marked with the Alpine Symbol (3PMSF) for severe snow performance.

Approved options for replacement tires (choose only 1 of the options below):

- 1) Beginning August 2023 (timing varies per chart below), replace with the Agilis CrossClimate C-Metric tires that do not display the Alpine Symbol (3PMSF). Availability may be delayed due to high demand.

US	
Tire Size	Agilis CrossClimate C-Metric (without Alpine Symbol - 3PMSF)
195/75R16C	30-Aug-2023
185/60R15C	
205/65R15C	
205/75R16C	
235/65R16C	30-Nov-2023
225/75R16C	30-Nov-2023

- 2) Beginning August 2023, choose a competitor replacement tire from the dealer's inventory. Please check with local dealer for brand options and inventory timing availability.
- 3) If you are not satisfied with the above options, please contact Consumer Care at 1-888-971-3801 where you can pursue a refund option upon proof of removal and return of demounted tires.
- 4) If your servicing Michelin retailer fails or is unable to provide the service as described above without charge, or within a reasonable amount of time, 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.nhtsa.gov.

This replacement offer is valid through October 1, 2024.

If you have questions concerning the replacement tire options or if you are having difficulties getting your tires replaced promptly and without charge, please contact Consumer Care at 1-888-971-3801.

DISCOUNT TIRE

8/21/2024
11:46 AM

BELLEVUE WA

2005 SCION
XB
ALL MICRO VAN

Miles: 186,371
Torque Specs: 80

WAS 02
12950 BEL RED RD
BELLEVUE, WA 98005
425.455.2755

Invoice #

Salesperson 26
NAHSHON B K

Layaway Acct

Article	Qty	Description	FET	Price	Amount
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* THIS IS NOT A SALES INVOICE! - LAYAWAY DEPOSIT *

40766	- 4	185 /60 R15 94T C5 BSW		144.00	-576.00
MFG		MCH AGILIS	DO NOT SELL		
Michelin adjust #9. Recall.					
BOLT PATTERN: 4 - 100					
114324	4	185 /60 R15 84H SL BSW		195.00	780.00
NRM		BRI BRIDGESTONE	WEATHERPEAK		
TIRE MILEAGE WARRANTY: 70000					
INFLATION F:029 R:029					
80017	0	CERTIFICATES FOR		36.27	.00
NRM		REFUND, REPLACEMENT			
80075	4	STATE REQUIRED		1.00	4.00
NRM		TIRE FEE			
91122	4	ADJUSTMENT/BAL & VAL		22.00	88.00
NRM		LIFETIME			
APPOINTMENT: 08-23-2024 9:30 AM					

I hereby certify I am the owner of the product presented for warranty claim and the product described was not involved in any accident, personal injury, consequential damage, or other loss. I accept this adjustment credit in lieu of other claims.
I agree the product returned for replacement becomes the property of the product manufacturer.

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 Discount Tire salesperson.

Sub Total: 296.00
Sales Tax: 29.79
Sales Total: 325.79

Tendered: 325.79 (VIS)
Tendered Today: 325.79

Tendered Total: 325.79

Balance Due: .00

Please register your new tires.
Be sure to mail in the tire registration card
OR go online

Kellerue, WA

SEATTLE WA 980
30 SEP 2024 PM 2 L



1) NHTSA

ADMINISTRATION

1200 NEW JERSEY AVE S.E.

WASHINGTON, DC 20590

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