



April 27, 2017

Dear Keven,

Chapple Fuels LTD is a family owned and operated innovative solutions provider and has been Ontario's leading choice for the safe and efficient transportation of a wide variety of products since 1950. Our primary area of business is petroleum, but we also deliver farm produce, temperature controlled goods and dry freight items with unrivaled quality service and safety.

Early September 2016, we began using Michelin's Tire Care preventative maintenance program. Our local MCSN dealer, Chatham Tire, performed monthly inspections of our fleet, which consists of 21 tractors and 50 trailers. Before starting Tire Care, we were having between 25-30 tire-related breakdowns on the road for the van division. Each breakdown cost us on average \$1000. Within the first month of the program, we had 10 fewer breakdowns on the road. Every subsequent month, there were zero road breakdowns in the van division.

Michelin Tire Care has been successful. Since implementing the program, we are able to catch issues in the yard, like identifying mismatched and worn out tires before they become a problem down the road. We are also really pleased with the instant reporting. We print off the reports on a weekly basis, which allows us to track the decrease in tire-related issues. The added benefit is that it's also great for showing DOT inspectors that Chapple Fuels LTD has a top notch tire maintenance program in place.

Thank you for showing us Michelin Tire Care and addressing the needs of our fleet.

Regards,

Wayne Chapple
President
Chapple Fuels LTD