



August 10, 2015

Dear Jeremy:

R & J Trucking is a large, regional hauler of scrap, refuse, and aggregate materials. Our primary business is hauling refuse between transfer stations and the landfill. Due to the rigors of this application, we experience an extremely high incidence of flat tires and road calls. The downtime and service failures are very costly to our business.

A little over a year ago, we began a pilot program using Michelin Tire Care. Our local MCSN dealer began regular inspections of our fleet. They addressed our immediate needs on the spot and reported on the condition of our fleet. Since then we have seen a drastic decline in our tire costs, tire purchases, and road calls. We are purchasing about 30% less tires per month, and our road calls have been cut nearly in half. We have also found that, since our tires are being monitored more closely, more of our tire damage is repairable and we are buying less casings.

Michelin's Tire Care program has been a success. Our tire and maintenance costs are down, and our mechanics have more time to dedicate to PMs and truck maintenance, rather than reacting to tire problems. Thank you for offering this program to address our fleet's needs, and for providing solutions to the challenges of our demanding application. I would recommend Michelin Tire Care to any fleet wanting to reduce tire & maintenance costs.

Regards,

A handwritten signature in black ink, reading "Albert Lattanzio", is written over a light-colored rectangular background.

Albert Lattanzio
Tire Program Manager
R & J Trucking
Youngstown, Ohio