

September 22, 2003

Michelin North America
Attn: Gregg Betcher
150 Dorset Street #159
S. Burlington VT 05403



Dear Gregg,

Bellavance Trucking is a full service flatbed, stepdeck, low bed, and dry van carrier that has been in business for over 50 years. We currently operate over 100 power units primarily out of New England and service all points in the Continental U.S. Given current fuel and other increased operating cost, looking for new and innovative ways to reduce our expenses is as important as ever.

We were presented with the X One concept in early 2002 and placed our first set of X One's on in June, 2002. Michelin 455/55R22.5 X One XDA-HT's and X One XTE's on aluminum wheels were the tread designs of choice since we had good success with Michelin's dual XDA-HT's and XZE's. A quick trip to the scales confirmed what you had told us we could expect in weight savings: Tractor and trailer configuration, steel wheels vs. aluminum achieved a **1,100 lbs** weight savings just in tires! Assigning a dollar value to this adds up to a huge savings and enhances our bottom line.

Driver concerns about the X One performance were quickly replaced with praise after the first few trips. Improved handling, stability, wet weather performance were all enhanced with X One's with winter traction being the most pleasant surprise. Driver comments: "Less spray in rain/slush allows me to see out of my mirrors better" and "It's easy to get over confident in the winter weather (Snow!) because these tires have incredible traction". Also noticeable were that braking appeared to be better due to brakes running cooler and of course, increased fuel mileage. In fact, the first trips showed over a 9% increase in fuel economy!

Evaluation of Michelin X One's continue and with over 120K on these tires, we are ready to enter our second winter with confidence. The X One XTE's trailer tires on our spread axle flatbed continue to perform well in an application and configuration that is typically hard on tires. Michelin continues to impress us with their product line. XZA3's are being introduced into the fleet and now most of the re-treading we do is with MRTI. In fact, our tire cost are down \$29,000 the first 6 months this year vs. the same period in 2002 partly because of better capping practices and increased performance of MRTI over Bandag.

We continue to look to Michelin to be the industry leader in tire technology with the goal of reducing fleets operating cost and are glad to be partnered with Michelin.

Regards,

A handwritten signature in black ink that reads "Tom Chase". The signature is fluid and cursive, with a long horizontal stroke at the end.

Tom Chase
Maintenance Manager
Bellavance Trucking