

FOR IMMEDIATE RELEASE

TCI GOES ONLINE WITH WEB-BASED CUSTOMER INFORMATION CENTER
Important Information Made Easily Available to Valuable TCI Customers

DUNCAN, S.C.— Sept. 20, 2005—The newest member of TCI Tire Centers commercial division is a mouse—a computer mouse that is.

With just one click of the mouse, customers can access the new web-based Customer Information Center (CIC), a part of the C3 Program for commercial tire customers launched in mid-April 2005 by TCI Tire Centers commercial division. The CIC is a tool specifically for customers, providing them with important tracking and managerial information to utilize the tires and retreads delivered by TCI.

The CIC is both timesaving and easy to find. Accessed through a link on the TCI web page, each customer logs in with a secure password and assigned customer account number issued by a TCI Center. Multiple accounts at various TCI Centers or TCI Retread Plants are also available, allowing customers to access each account separately and build overall summaries using the individual reports. All information associated with the account number can be accessed through the CIC.

TCI customers are simplifying their operations through use of the CIC. Kenny Crewe, tire supervisor for the Chesterfield County School system, Chesterfield County, Va., says, "The TCI Customer Portal is great. We are able to go there and see all of our statements online – what's been paid and what hasn't. It also helps us track our history for the month and print it, which keeps us from worrying about losing the papers or writing down the information. It's time efficient and easier to use than our former system."

Dutch Jordaans, truck shop supervisor for Shoosmith Bros. Construction Co., Richmond, Va., notes that, "We can monitor all of our statements and balances all of the time. It's an excellent tool, very time-saving and easier to use because everything is in one place."

Provided in the CIC are online statements summarizing the customer's transactions for each month and/or year. The summaries are provided in statement form, but the CIC

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allows customers to seek further information from specific invoices.

A data download is also an advantage of the CIC. A complete set of activity reports covering all casings submitted by the customer to TCI for retreading is available in the CIC. The customer selects any report and a web page is generated. This web page can be downloaded as a spreadsheet or reformatted as a report and then printed.

Summaries of month-to-date and year-to-date purchases by the customer through the Center are made available by the CIC through specific customer log-in numbers. These reports can be selected in two categories: Product Class and Product Description.

The main web address for TCI Tire Centers is **www.tirecenters.com**. Customers who wish to take advantage of the Customer Information Center should contact their TCI sales representative to set up account numbers and passwords.

TCI is a wholly-owned subsidiary of Michelin North America, Inc., specializing in commercial truck tire sales and service solutions, as well as wholesale distribution of passenger and light truck tires. TCI supports its truck and earthmover customers from its 113 commercial locations with a fleet of 700 equipped service vehicles. The company also operates 15 state-of-the-art Michelin Retread Technologies[®], Inc. (MRT) shops in 12 states. Headquartered in Duncan, S.C., the company employs more than 2,300 in 39 states.

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