



**NHTSA Recall Number 13T-006**

**July 12, 2013**

**Subject: SAFETY RECALL NOTICE**

Dear MAST Dealer,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Michelin North America, Inc. has decided that a defect which relates to motor vehicle safety exists in certain MICHELIN LTX M/S2, MICHELIN X Radial LT2 and MICHELIN Latitude Tour replacement tires and they are included in a voluntary safety recall.

These tires are typically found on vehicles such as light trucks and SUVs.

This is a voluntary safety recall of approximately 100,000 tires in order to retrieve an estimated 2,500 tires – about 2.5 percent of the recalled population – that could have partial or full sidewall perforations that could cause them to experience loss of air pressure. This condition may increase the risk of tire failure and a vehicle crash.

You are receiving this letter because our records indicate that you may have purchased one or more of the recalled tires.

Further, MAST is required to advise you of certain tire dealer obligations, which are detailed on page 4 of this notice.

The following list provides the product descriptions, DOT (Department of Transportation) sequence identifiers and DOT production periods of the manufacturing populations which contain the recalled tires. The DOT information is molded to the sidewall of each tire: the DOT sequence number and DOT date code that is a 2-digit week and 2-digit year of production, which are given in the DOT production period information. For example, "4305" refers to the 43rd week of the year 2005. See Appendix A.

Tire Description	MSPN	DOT Sequence	DOT Production Periods (Inclusive)
MICHELIN LTX M/S2 P275/55R20 111T RBL	22093	B99Y56EX	3812 to 2113
MICHELIN LTX M/S2 P265/65R18 112T	02633	B9XP001X	0513 to 2113
MICHELIN LTX M/S2 P265/60R18 109T ORWL	11631	B95E788X	1513 to 2113
MICHELIN X Radial LT2 P265/65R18 112T	00834	B9KA003X	0513 to 2113
MICHELIN X Radial LT2 P275/55R20 111T	02319	B99Y001X	0513 to 2113
MICHELIN Latitude Tour P255/60R19 108S	03835	B9R1W3WX	1913 to 2113
MICHELIN Latitude Tour P255/70R18 112T	01843	B9YU99CX	1313 to 2113

Only tires matching all four elements (Tire Description, MSPN, DOT Sequence and DOT Production Periods) are part of this recall. To determine if you have received tires that are included in this recall, please check the DOT information found on the sidewall of the tire as explained in Appendix A.

### **Provide Consumer Care the List of Tire Owners**

As a result of this safety recall, you are required to take the following Dealer action to immediately provide MAST Consumer Care with a list of Tire Owners to whom you sold the tires that have been recalled.

Please send the following information:

Name, Address, City, State, Zip Code, Phone Number, MSPN, Quantity, and Date of Mounting/Sale.

Michelin Consumer Care will contact known Tire Owners by letter to notify them of this safety recall and the replacement process.

Please send the Consumer Information form to:

Email to: [michelin@crdhna.com](mailto:michelin@crdhna.com) (Preferred Method)

Or Fax to: 864-458-6650 Attention: Tire Safety Recall

Or Mail to:

Michelin North America  
Attention: Consumer Care Dept.  
One Parkway South  
Greenville, SC 29615

### **Returning Inventory (New/Never Mounted) Recalled Tires**

As a result of this safety recall, you are required to take the following Dealer actions to return to Michelin any inventory of the recalled tires:

1. Check your inventory for the specific DOT identification numbers affected. Immediately stop the sale, and/or mounting of these tires.
2. Immediately count your inventory of affected tires.
3. See instructions on the attached RGA Form (Appendix D), to E-mail ( [tcar.safetyrecall@us.michelin.com](mailto:tcar.safetyrecall@us.michelin.com) ) or FAX( 864-298-6648 ) your information to MAST. MAST will respond with a return goods authorization number and shipping instructions. Return all recalled tires from your inventory as soon as possible. Freight charges will be

prepaid. You will be credited at your current invoice price for all recalled tires upon receipt and verification.

### **Replacement of Mounted Recalled Tires**

Tire Owners may contact you to inspect their tires and, if required, replace them without charge. When this occurs:

1. Validate the tires are part of this safety recall.
2. Ensure that you have the correct replacement tires in inventory. A list of MAST appropriate replacement tires is attached in Appendix C.
3. When replacing the recalled tires with new tires, follow current MAST warranty procedure using the Warranty Claim form indicating Claim Type 1. See Warranty Checklist - Appendix B. Michelin will handle the disabling of the tires.
  - a. All safety recall replacement tires and services must be at no charge to the consumer (including mounting and balancing), regardless of remaining tread depth.
  - b. Dealer will be credited at current invoice price of the installed tire, a service allowance (\$8 per tire) and a mounting and balancing allowance (\$8 per tire).
  - c. Place "**TCAR Recall**" on the Reason for Removal line of the Warranty Claim form.
  - d. Must enter 0% and \$0 consumer charge on the warranty claim form.
  - e. If an approved MAST replacement tire is not available, call Michelin Consumer Care to process the recall warranty claim. This situation may require the warranty claim to be processed as Claim Type 7 with Michelin Consumer Care Authorization Code in order to process dealer credit.
  - f. Tires should be returned immediately. You do not have to wait for the standard 25 tire minimum or 30 days to return your safety recall warranty tires.

### **IMPORTANT – Disposition of Safety Recall Tires**

MAST is required to advise you of the following information and tire dealer obligations:

1. It is a violation of Federal law to knowingly sell or lease a tire which is defective.

If a dealer knowingly sells or leases new or used defective tires; that such a sale must be reported to the Associate Administrator for Safety Assurance, 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.safercar.gov](http://www.safercar.gov) within five working days of such a release in a report containing the following information:

- i) a statement that the report is being submitted pursuant to 49 CFR 573.10(a);
  - ii) the name, address and phone number of the person who purchased or leased the tire;
  - iii) the name of the manufacturer of the tire;
  - iv) the tire's brand name, model name, and size;
  - v) the tire DOT identification number;
  - vi) the date of the sale or lease; and
  - vii) The name, address, and telephone number of the seller or lessor.
2. Under Federal law, MAST is required to report (by dealer name and address) any known instances of its dealers selling or leasing new or used defective tires.
  3. On a monthly basis, dealers must report to MAST the number of defective tires disposed of in violation of these instructions or in violation of any of applicable state and local laws or regulations. The report must include a description of any such failure to act in accordance with MAST's disposal plan.

These notifications and instructions must be communicated to all employees of this dealership who are involved in the inspection and removal of recalled tires.

**The recalled tires must be returned for the credit to be processed. If you have any additional questions, please contact your Customer Service Representative (800-847-8475).**

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 safety recall.

Sincerely,



Marc Pasquet  
Vice President, Sales  
Michelin Americas Small Tires

## Appendix A:

### READING DOT MARKINGS

DOT markings serve as the tire's fingerprint and signify compliance with U.S. Department of Transportation Minimum Performance Standards. The DOT markings can be found on the sidewall right above the bead.

To find out if a tire is affected by the recall:

1. Determine if the tire is one of the following products:

Tire Description	MSPN	DOT Sequence	DOT Production Periods (Inclusive)
MICHELIN LTX M/S2 P275/55R20 111T RBL	22093	B99Y56EX	3812 to 2113
MICHELIN LTX M/S2 P265/65R18 112T	02633	B9XP001X	0513 to 2113
MICHELIN LTX M/S2 P265/60R18 109T ORWL	11631	B95E788X	1513 to 2113
MICHELIN X Radial LT2 P265/65R18 112T	00834	B9KA003X	0513 to 2113
MICHELIN X Radial LT2 P275/55R20 111T	02319	B99Y001X	0513 to 2113
MICHELIN Latitude Tour P255/60R19 108S	03835	B9R1W3WX	1913 to 2113
MICHELIN Latitude Tour P255/70R18 112T	01843	B9YU99CX	1313 to 2113

2. If it is not one of products noted above, the tire is not part of this recall. If it is one of these products, check the DOT sequence to determine if the tire is affected by the recall. Only tires matching all four elements (Tire Description, MSPN, DOT Sequence and DOT Production Periods) are part of this recall.
3. The following illustration shows an example of how to identify the DOT sequence for all affected tires noted above. If you have any questions concerning the tire's DOT identification numbers, please contact MAST Consumer Care at 855-851-4951.

#### SAMPLE FOR READING DOT

MICHELIN LTX M/S2 P275/55R20 111T RBL MSPN 29903  
 DOT Sequence in this example begins with B9

Week/Year 3812 to 2113



## Appendix B:

Follow the warranty checklist below in order to process consumer mounted safety recall returns.

### Warranty Checklist

1. Each tire must have a label that matches the claim form on which it is listed.
2. Complete all the required blue sections on Warranty Claim Form (See Figure 1 on Page 7)
3. One warranty claim form per consumer.
4. Submit as **Claim Type 1** – No Authorization Code Required. See Figure 1 Field (15)
5. Indicate 0% charge and \$0 charge to the consumer. See Figure 1 Fields (20) & (21)
6. Place “**TCAR Recall**” on the Reason for Removal line of the Warranty Claim Form. See Figure 1 Field (22)
7. Tires should be returned immediately. You do not have to wait the standard 30 days or 25 tire minimum to return the safety recall warranty tires.
8. A consumer signature is required for processing all claims. Dealer and Consumer must sign each warranty claim form.
9. If approved MAST replacement tires are not available, call Michelin Consumer Care to process warranty claim form. This situation may require the warranty claim to be processed as Claim Type 7 with Michelin Consumer Care Authorization Code in order to process dealer credit.

Figure 1.



FILL OUT COMPLETELY  
AREAS SHADED IN BLUE ARE REQUIRED FIELDS

Michelin North America, Inc.

BAR CODE AREA

XXXXXXXXXX

1 DATE OF CLAIM

MONTH	DAY	YEAR

PASSENGER & LIGHT TRUCK TIRE  
LIMITED WARRANTY  
CLAIM FORM

OWNER INFORMATION AND CERTIFICATION

2 NAME OF OWNER

ADDRESS

CITY/STATE/ZIP

TELEPHONE NUMBER  
HOME ( ) WORK ( )

E-MAIL

I hereby certify that to the best of my knowledge the foregoing statements are correct, that I am the owner of the product(s) presented for claim and that the product(s) described was (were) not involved in any accident, personal injury, consequential damage or other loss. I accept this adjustment in lieu of all further claims. I understand that the product(s) returned for replacement become the property of Michelin North America.

I further certify that the condition of the product(s) for which this claim is submitted is not covered by any other mileage, road hazard, or other warranty or protection plan purchased from or provided by the selling Dealer at the time of, or subsequent to, original purchase.

OWNER'S SIGNATURE DATE

X

VEHICLE INFORMATION

3 YEAR MAKE MODEL

4 VIN (Vehicle Identification Number)

5 NEW TIRE INFORMATION

6 MSPN OF NEW TIRE

7 CURRENT RETAIL PRICE

8 REMOVED TIRE INFORMATION

9 DATE OF PURCHASE

10 REMOVED TIRE MILEAGE

11 RETAIL INVOICE NUMBER OR WORK ORDER NUMBER

DEALER INFORMATION

12 DIRECT DEALER BRANCH

13 MNA SHIP TO NUMBER

14 ASSOCIATE DEALER NAME

15 HQ AAN

16 SERVICING TIRE RETAILER NAME

17 STREET ADDRESS

18 CITY/STATE/ZIP

WARRANTY RETURN INFORMATION

LINK #	TYPE OF CLAIM	1 WORKMANSHIP MATERIAL		2 MNA MILEAGE WARRANTY		3 OTHER		4 RECALL VERIFICATION		5 MNA CONSUMER CLAIM		6 MICHELIN 30-DAY SATISFACTION GUARANTEE	
		15	16	17	18	19	20	21	22				
1													
2													
3													
4													
5													
6													

DEALER CERTIFICATION

24 DEALER'S SIGNATURE

DATE

PROCESSING AUTHORIZATION

25 AUTHORIZATION CODE

DATE

## **Shipping Instructions for Mounted Recalled Tires**

Follow the current MAST warranty tire return procedure:

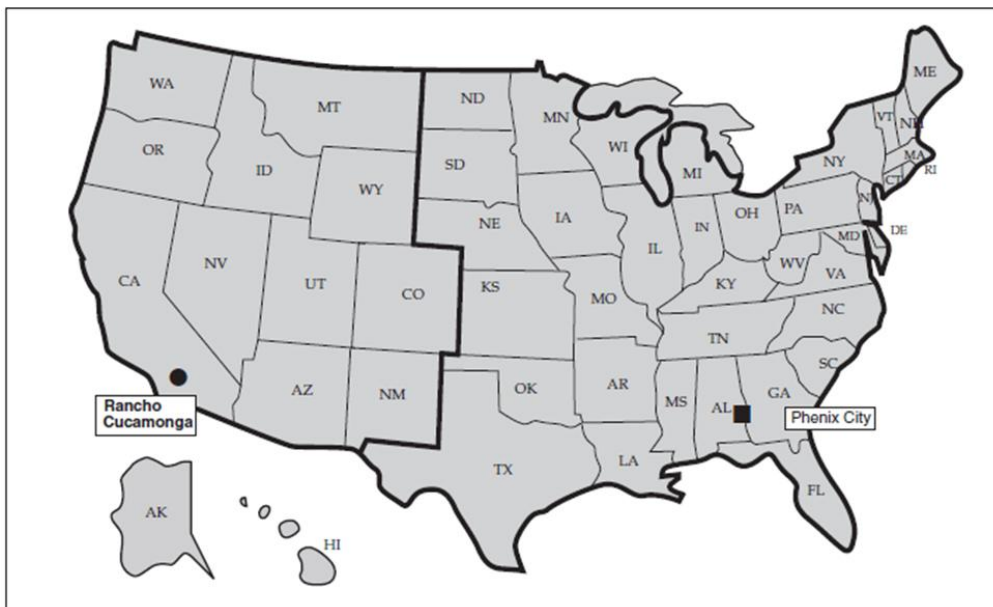
1. Remember to include a copy of the bill of lading in the mailing envelope with the claim forms. Credit cannot be properly processed if paperwork does not accompany the load.
2. Place an identifying mark on your tires (such as a stripe of spray paint, X-mark or some other clearly visible identifier).
3. Indicate on the bill of lading your identifying mark for the carrier (i.e. "25 tires with yellow stripe on tread").
4. Contact the standard authorized warranty claim freight carrier to ship your tires back.

**SHIP YOUR WARRANTY RECALL TIRES TO YOUR STANDARD INSPECTION CENTER.  
DO NOT SEND THE CLAIM FORMS WITH THE TIRE SHIPMENT.**

**MAST Inspection Center  
Attention: Safety Recall  
20 Downing Drive  
Phenix City, AL 36869**

or

**MAST Inspection Center  
Attention: Safety Recall  
8675 Rochester Avenue, Suite B  
Rancho Cucamonga, CA 91730**





## Appendix C:

### Appropriate MAST Product Replacement List: Recommended Replacements

The following chart is a guide to assist you in selecting a proper replacement tire **only** if the yellow highlighted original replacement tires are not available in your inventory or for timely delivery. Each of the options noted below is of equal size and has equal or higher service description.

MSPN	MSPN Description	Alternative MSPNs	Description	Alternative MSPN Brand
00834	P265/65R18 112T XRADLT2 MI	00834	P265/65R18 112T X-Radial LT2 BSW	MICHELIN
		02633	P265/65R18 112T LTX M/S2 BSW	MICHELIN
		25125	P265/65R18 112T Rugged Terrain T/A ORWL	BFGOODRICH
		02625	LT265/65R18 LRE All-Terrain T/A ko RWL	BFGOODRICH
02633	P265/65R18 112T TL LTX M/S 2 M	02633	P265/65R18 112T LTX M/S2 BSW	MICHELIN
		25125	P265/65R18 112T Rugged Terrain T/A ORWL	BFGOODRICH
		02625	LT265/65R18 LRE All-Terrain T/A ko RWL	BFGOODRICH
02319	P275/55R20 111T XRADLT2	02319	P275/55R20 111T X-Radial LT2 BSW	MICHELIN
		22093	P275/55R20 111T LTX M/S2 BSW	MICHELIN
		28341	P275/55R20 111T Rugged Terrain T/A BSW	BFGOODRICH
		28531	P275/55R20 111T Long Trail Tour BSW	BFGOODRICH
22093	P275/55R20 111T LTX M/S 2 RBL	22093	P275/55R20 111T LTX M/S2 BSW	MICHELIN
		28341	P275/55R20 111T Rugged Terrain T/A BSW	BFGOODRICH
		28531	P275/55R20 111T Long Trail Tour BSW	BFGOODRICH
03835	P255/60R19 LATITUDE TR 108S	03835	P255/60R19 108S Latitude Tour (T) BSW	MICHELIN
11631	P265/60R18 109T LTX M/S 2 ORWL	11631	P265/60R18 109T LTX M/S2 ORWL	MICHELIN
		15891	P265/60R18 109T Latitude Tour (T) BSW	MICHELIN
		54016	P265/60R18 109T LTX A/S ORWL	MICHELIN
		16109	P265/60R18 109T LTX A/T2 ORWL	MICHELIN
		02770	P265/60R18 109T Rugged Terrain T/A BSW	BFGOODRICH
		91173	P265/60R18 109T Long Trail T/A ORWL	BFGOODRICH
		27971	P265/60R18 109T Long Trail T/A BSW	BFGOODRICH

## Appendix D:

<b>Dealer Inventory Return Form</b>			
Please email to <a href="mailto:TCAR.safetyrecall@us.michelin.com">TCAR.safetyrecall@us.michelin.com</a> or fax to: (864) 298-6648			
Date		RGA #	(internal use only)
<b>THIS RETURN REQUEST IS FOR RECALL TIRES ONLY</b> ALL OTHER TIRES RECEIVED WILL BE SCRAPPED AND NO CREDIT WILL BE ISSUED.			
Dealer Name		City/State	
Ship To Number		Fax Number	
Contact Name		Phone Number	
Email Address			
Customer Reference Info/Number:		Questions please call - 1-800-847-8475	
<b>REIMBURSEMENT OF RECALLED TIRES IN UNMOUNTED INVENTORY - New Tires Only</b>			
Credit will be issued at current Invoice Price. Michelin will handle the disabling of the tires.			
<b>Total Quantity of MSPN 22093: (PUT TOTAL HERE)</b>			
P275/55R20 111T RBL Michelin LTX M/S2		DOT SERIAL INFORMATION ON TIRE <b>B99Y 56EX 3812 to 2113</b>	
<b>Total Quantity of MSPN 02633: (PUT TOTAL HERE)</b>			
P265/65R18 112T Michelin LTX M/S2		DOT SERIAL INFORMATION ON TIRE <b>B9XP 001X 0513 to 2113</b>	
<b>Total Quantity of MSPN 03835: (PUT TOTAL HERE)</b>			
P255/60R19 108S Michelin Latitude Tour		DOT SERIAL INFORMATION ON TIRE <b>B9R1 W3WX 1913 to 2113</b>	
<b>Total Quantity of MSPN 11631: (PUT TOTAL HERE)</b>			
P265/60R18 109T Michelin LTX M/S2 ORWL		DOT SERIAL INFORMATION ON TIRE <b>B95E 788X 1513 to 2113</b>	
<b>Total Quantity of MSPN 01843: (PUT TOTAL HERE)</b>			
P255/70R18 112T Michelin Latitude Tour		DOT SERIAL INFORMATION ON TIRE <b>B9YU 99CX 1313 to 2113</b>	