



NHTSA Recall Number 19T-025
Subject: SAFETY RECALL NOTICE

Date: January 13, 2019

Dear Michelin 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 recalled 32 tires of MICHELIN® CrossClimate® + size 225/60R17 103V XL MSPN 10159 that were sold in the U.S. market. These tires are primarily found on passenger cars, CUVs and small SUVs.

The tires subject to the market action do not bear the required sidewall letters “DOT” as specified by 49 CFR Part 571.139 and UTQG (Uniform Tire Quality Grading) markings as specified by 49 CFR Part 575.104. The missing sidewall information resulted from an internal logistics error.

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

Further, Michelin is required to advise you of certain tire dealer obligations, which are detailed on page 2 of this notice.

Michelin requests your assistance with identifying, replacing and returning the affected tires.

The chart on page 6 (Appendix A) provides the Tire Description, TIN Sequence (Tire Identification Number) and production period of the manufacturing population which contain the recalled tires. The TIN information is molded into the sidewall of each tire: the TIN sequence number and the TIN date code, which is a 2-digit week and a 2-digit year of production. For example, “4618” refers to the 46th week of the year 2018.

The TIN markings can be found on the sidewall just above the bead. See Appendix A.

The recalled tires are:

Tire Description	MSPN	TIN (Tire Identification Number)	Production Period
MICHELIN® CrossClimate® + 225/60R17 103V XL	10159	HCXH03CX	4618

The actions needed to support this recall are:



1. **Immediately Stop the Sale**, and/or mounting of recalled tires.
2. **Immediately Return New/Never Mounted Recalled Tires** from your inventory.
3. **Immediately Provide List of Tire Owners** for recalled tires.
4. **Read** required steps necessary to support consumers with Replacing recalled tires.

Step 1: Identify and Return Inventory (New/Never Mounted) Recalled Tires

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

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 TIN identification numbers affected. **Immediately stop the sale, and/or mounting of these tires.**
2. Immediately count your inventory of affected tires.
3. Complete Passenger & LT warranty claim using the Mobile Warranty App, BibNet Online Warranty process (Michelinb2b.com) or paper warranty AA claim form.
4. **New/Never mounted** claims are to be processed using the Michelin warranty claim process. In addition to all required fields, use the following for **New/Never mounted** tires:
 - a. Enter Dealer Name and Address as the Consumer (tires were never sold, so Dealer is the Tire Owner)
 - b. Select any current year vehicle for processing a **new/never mounted tire**
 - c. Enter “**New Tire**” in the VIN number field
 - d. Use **Claim Type 1**
 - e. Select “**Market Action**” as Reason for Removal
 - f. Must have **0% and \$0 Consumer Charge** on form (tires were never sold to consumer and electronic systems automatically calculate).
5. Return the tires along with **Pack List** provided in the **Passenger & LT Warranty App** or **BibNet** to:

Michelin Inspection Center
Attention: Recall 025
20 Downing Dr.
Phenix City, AL 36869
6. **Tape** tire label to each tire.



Locations in Alaska and Hawaii should ship via UPS and Puerto Rico locations should ship via Fed Ex. Use your standard warranty 3rd party billing account numbers. Contact your normal Customer Service Representative for questions regarding AK, HI or PR recall processing.

8. You will be credited at your current invoice price for all New/Never Mounted recalled tires upon receipt and verification.
9. Additional **\$2 per claim** will be credited when processed via Passenger & LT Warranty App or BibNet Online Warranty.

Step 2: Provide List of Tire Owners

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

Please send the following information:

First Name (Business), Last name (Attn. To:), Address1, Address2, City, State, Zip Code, Phone Number and e-mail address.

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

Please send the Tire Owner Information to:

Email: michelinrecall@crdhna.com (**Preferred Method**, via excel file or .csv file)

Or Fax to: 864-458-4355 Attention: Tire Recall – Consumer Care – Shirley Perry

Or Mail to:

Michelin North America
Attention: Tire Recall – Consumer Care – Shirley Perry
One Parkway South
Greenville, SC 29615

Step 3: Replace and Return (Used/Previously Mounted) Recall Tires

Tire Owners may contact you to inspect their tires and, if required, replace them at **no cost to the consumer**. To replace and return recalled tires for credit:

1. Validate the tires are part of this safety recall.
2. Ensure that you have the correct replacement tires in inventory or contact Michelin Customer Service to order replacement tires. See page 6 (Appendix B).



3. Free replacement will be offered through July 31, 2020. After July 31, 2020, recalled tires should be processed as standard warranty by pro-rata adjustment with the option to contact Consumer Care for further assistance.
4. If an approved Michelin replacement tire is not available, you will need to call Consumer Care (866-324-2835) for instructions regarding this process. This situation will require the warranty claim to be processed as Claim Type 7 with a Michelin Consumer Care Authorization Code.
5. When replacing the used/mounted recalled tires with new tires, use the Michelin Warranty procedure to include the following:
 - a. Use Passenger & LT Mobile App, BibNet Online Warranty process (Michelinb2b.com) or paper warranty AA claim form.
 - b. Dealer will be credited at current invoice price of the installed tire, a flat service and mounting and balancing allowance of **\$28.00 per tire**. Additional **\$2 per claim** will be credited when processed via Mobile App or BibNet Online.
 - c. Use **Claim Type 1**
 - d. Select "**Market Action**" as Reason for Removal
 - e. Must have **0% and \$0 Consumer Charge**. Consumers **cannot be charged** for recall replacement. All safety recall replacement tires and services must be at no charge to the consumer (including mounting and balancing), regardless of remaining tread depth.
6. **Return** tires along with **Pack List** to:

Michelin Inspection Center
Attention: Recall 025
20 Downing Dr.
Phenix City, AL 36869
7. Michelin recall tires should be shipped with normal Warranty tires returned to the Michelin Inspection Center. Tires should be returned **immediately**.
8. Locations in Alaska and Hawaii should ship via UPS and Puerto Rico locations should ship via Fed Ex. Use your standard warranty 3rd party billing account numbers. Contact your normal Customer Service Representative for questions regarding AK, HI or PR recall processing.
9. For purposes of this recall, treat National Account and Government customers as you would any other Tire Owner. You should replace any tires that are a part of this recall with an approved replacement tire and submit the recalled tires as outlined above



IMPORTANT – Disposition of Safety Recall Tires

Michelin 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 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, Michelin 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 Michelin 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 Michelin'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 normal Customer Service Representative.

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,

Andrew Meurer

Michelin Americas Small Tires

Appendix A: Reading TIN Markings

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

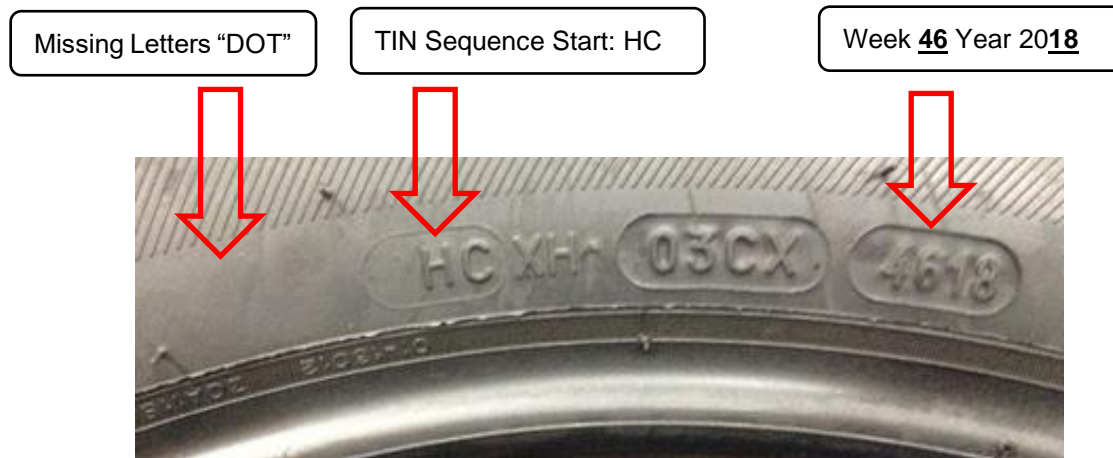
To find out if a tire is affected by the recall:

1. Determine if the tire is the following product:

Tire Description	MSPN	TIN (Tire Identification Number)	Production Period
MICHELIN® CrossClimate® + 225/60R17 103V XL	10159	HCXH03CX	4618

2. Only tires matching all four elements (Tire Description, MSPN, TIN Sequence and TIN Production Periods) are part of this recall. If inspected tire is not the product noted above, the tire is not part of this recall. If it is this product, check the TIN sequence to determine if the tire is affected by the recall.
3. The following illustration shows an example of how to identify the TIN sequence for all affected tires noted above. If you have any questions concerning the tire's TIN identification numbers, please contact Michelin Consumer Care at 866-324-2835.

HOW TO READ THE TIN





Appendix B:

Recommended Michelin Product Replacement

The following chart is a guide to assist you in selecting the proper replacement tire.

Tire Description	MSPN	TIN (Tire Identification Number)
MICHELIN® CrossClimate® + 225/60R17 103V XL	10159	HCXH03JX