



June 27, 2023

**\*\*\*Please share this communication with store managers and other appropriate contacts within your organization.\*\*\***

Dear Valued Michelin Dealer,

On April 20, 2023, Michelin North America, Inc. and Michelin North America (Canada), Inc. announced the voluntary recall of MICHELIN® Agilis® CrossClimate® C-Metric tires, in sizes 185/60R15C, 195/75R16C, 205/65R15C, 205/75R16C, 225/75R16C, 235/65R16C.

**Under federal law, you are prohibited from selling or purchasing these recalled tires.**

Additional communications with instructions on providing consumer information, returning inventory and processing recall warranty claims were distributed via email on May 4 and June 1. Please click on the links below to view the previous communications on this topic:

[April 20 Announcement](#)

[May 4 Instructions](#)

[June 1 Remedy Plan](#)

### **Instructions for Returning New, Unmounted Tires**

Direct dealers must return your new/unmounted inventory via the following process:

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. Complete the [New Tire Return Goods Request Form](#) and E-mail the completed form to your Customer Service team with AGILIS CROSS CLIMATE RECALL RETURN in the Subject Line. Customer Service will respond with a Return Goods Authorization Number and shipping instructions within approximately 3-4 weeks.

TADs, AADs and Open Market Dealers must return tires to their Primary Servicing Distributor following the normal return process.

Please contact Customer Service at 800-847-8475 with any questions.

Thank you for your support in helping us implement a successful recall.

Sincerely,

A handwritten signature in black ink, appearing to read "Nate Kirian". The letters are cursive and fluid.

**Nate Kirian**

Vice President, B2B Sales  
Michelin North America, Inc.

A handwritten signature in black ink, appearing to read "Andrew Meurer". The letters are cursive and fluid.

**Andrew Meurer**

Vice President, B2C Sales  
Michelin North America, Inc.