



## IMPORTANT SAFETY RECALL

**NHTSA Recall # 23T002000**

**June 12, 2023**

**Subject: VOLUNTARY RECALL NOTICE**

Dear Michelin Tire Owner,

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

Michelin North America, Inc. and Michelin North America (Canada), Inc. have decided to voluntarily recall AGILIS® CrossClimate® C-Metric tires, in sizes 185/60R15C, 195/75R16C, 205/65R15C, 205/75R16C, 225/75R16C, 235/65R16C. These tires are marked with the Alpine Symbol, but do not meet the traction requirements for snow tires. As such, these tires fail to comply with the requirements of the Federal Motor Vehicle Safety Standard (FMVSS) number 139, "New Pneumatic Radial Tires for Light Vehicles." Tires that do not comply with regulatory requirements may increase the risk of a crash. You are receiving this letter because our records indicate that you may have purchased one or more of these replacement tires at retail.

Tire identification information is molded into the sidewall of each tire, directly above the bead. For information that you will need to determine whether your tires are part of the recall or not, see section "Reading DOT Sidewall Markings" at the end of this document. If you have any questions concerning whether a tire is part of the recall or not, please contact Michelin Consumer Care at 1-888-971-3801 for assistance.

If your tires are part of the recall, please visit your local Michelin retailer based on the timing listed within Exhibit A attached to this document. The Michelin retailer will have them removed and replaced, including mounting and balancing, free of charge. Michelin retailers may be located using the online dealer locator at [www.michelinman.com](http://www.michelinman.com). If your servicing Michelin retailer fails or is unable to provide the service as described above without charge, or within a reasonable amount of time, please contact Michelin Consumer Care at 1-888-971-3801. Please see Exhibit A for options and timing for replacement tires.

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 recall.

Sincerely,

Nate Kirian  
Vice President, B2B Sales  
Michelin North America

Andrew Meurer  
Vice President, B2C Sales  
Michelin North America

**READING DOT TIRE SIDEWALL MARKINGS**

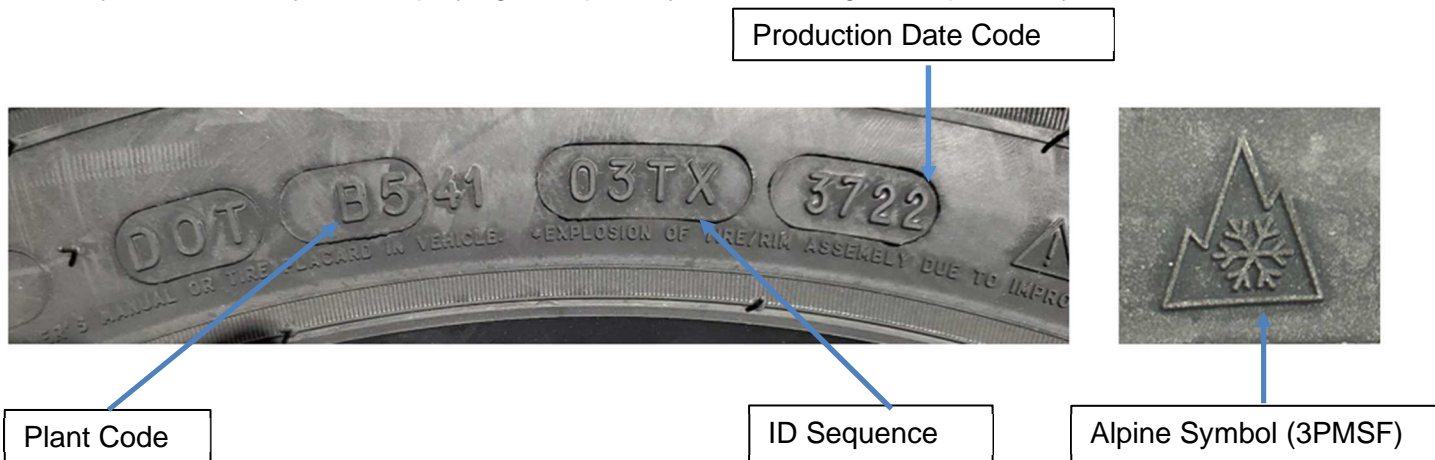
DOT tire sidewall markings serve as the tire’s fingerprint and signify compliance with applicable safety regulations. The DOT markings can be found on the sidewall just above the wheel flange.

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

1. Determine if it matches the information below. If the information on the sidewall of your tires does not match these identifiers, it is not part of the recall.
  - a. For the plant code identifier, it can be listed as FK or 1FK, 1B5 or B5.

CAI	MSPN	Dimension	Plant	ID Sequence	DOT Dates (WWYY)	
					Start	Stop
229142	02998	185/60 R15C	FK or 1FK	1R006X	4818	1323
822319	56761	195/75 R16C	FK or 1FK	JT027X	0918	4918
			FK or 1FK	JT02CX	4918	1523
518348	04143	205/65 R15C	FK or 1FK	PA09XX	1418	4618
			FK or 1FK	PA0ABX	4618	1323
717135	83769	205/75 R16C	FK or 1FK	JB01NX	1818	2321
			FK or 1FK	JB023X	2021	1523
715179	70411	225/75 R16C	FK or 1FK	JH02DX	2218	4918
			FK or 1FK	JH02JX	4918	1523
			B5 or 1B5	JH02JX	1722	3622
217472	09118	235/65 R16C	FK or 1FK	4107CX	1018	5018
			B5 or 1B5	4107CX	0518	1018
			FK or 1FK	4103TX	5018	1523
			B5 or 1B5	4103TX	0118	1423

2. The following illustration shows the DOT information on a sample of the affected tires. The production date code is given by the last 4 digits of the TIN code, with the first two digits specifying the week of production and the second two digits specifying the year of production. For example, the production code of “3722” in the photo below refers to the 37<sup>th</sup> DOT week of the year 2022. Only tires displaying an Alpine Symbol marking are impacted by the recall.



**If you have any questions concerning the tire’s DOT information, please contact Michelin Consumer Care at 1-888-971-3801.**

**EXHIBIT A:**

Please contact your local Michelin Dealer to have your tires replaced free of charge. Michelin retailers may be located using the online dealer locator at [www.michelinman.com](http://www.michelinman.com). Your local authorized Michelin Tire Dealer will provide you one of the following options to replace your tires at no cost to you per the estimated timing below. Remember, the replacement Agilis CrossClimate C-Metric tires will no longer be qualified for or be marked with the Alpine Symbol (3PMSF) for severe snow performance.

**Approved options for replacement tires (choose only 1 of the options below):**

- 1) Beginning August 2023 (timing varies per chart below), replace with the Agilis CrossClimate C-Metric tires that do not display the Alpine Symbol (3PMSF). Availability may be delayed due to high demand.

<b>US</b>	
<b>Tire Size</b>	<b>Agilis CrossClimate C-Metric (without Alpine Symbol - 3PMSF)</b>
195/75R16C	<b>30-Aug-2023</b>
185/60R15C	
205/65R15C	
205/75R16C	
235/65R16C	<b>30-Nov-2023</b>
225/75R16C	<b>30-Nov-2023</b>

- 2) Beginning August 2023, choose a competitor replacement tire from the dealer's inventory. Please check with local dealer for brand options and inventory timing availability.
- 3) If you are not satisfied with the above options, please contact Consumer Care at 1-888-971-3801 where you can pursue a refund option upon proof of removal and return of demounted tires.
- 4) If your servicing Michelin retailer fails or is unable to provide the service as described above without charge, or within a reasonable amount of time, you may submit a complaint to the Administrator, 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.nhtsa.gov](http://www.nhtsa.gov).

This replacement offer is valid through October 1, 2024.

If you have questions concerning the replacement tire options or if you are having difficulties getting your tires replaced promptly and without charge, please contact Consumer Care at 1-888-971-3801.