



NHTSA Recall Number 16T-012

September 25, 2017

**Subject: SAFETY RECALL NOTICE**

**Notification to U.S. Dealers of MICHELIN® Motorcycle Tires:**

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 certain MICHELIN® 180/55ZR17 M/C (73W) Pilot Power 3 motorcycle tires fail to conform to Federal Motor Vehicle Safety Standard Number 119, "New Pneumatic Tires for Motor Vehicles with a GVWR of more than 4,536 kilograms (10,000 pounds) and Motorcycles." These tires lack the required maximum load and associated inflation pressure information on the sidewall, and therefore **Michelin is recalling approximately 184 of these tires in the United States.**

These tires are primarily intended for street use on sport motorcycles.

The recalled tires lack the required maximum load and corresponding inflation pressure information on the sidewall, and thus may be subject to improper installation, use, or service. Improper installation or application 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, Michelin is required to advise you of certain tire Dealer obligations, which are detailed on page 4 of this notice.

Following is the product description, the Tire Identification Number (TIN) sequence and TIN production period of the manufacturing population which contains the recalled tires. The TIN information is molded to the sidewall of each tire and contains the TIN sequence number and TIN date code. The date code is a 2-digit week and 2-digit year of production. For example, "1816" refers to the 18th week of the year 2016. See Appendix A.

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

<b>Tire Description</b>	<b>MSPN (Retail Part Number)</b>	<b>TIN Sequence</b>	<b>TIN Date Codes (Inclusive)</b>
MICHELIN 180/55ZR17 M/C (73W) Pilot Power 3	36816	HB7D01CX	1616, 1716 or 1816

You may have received tires affected by this recall. As a result, Michelin asks you to take the following actions:

1. Immediately stop selling these tires and check your inventory for the specific tires marked with the specified TIN codes stated in this letter.
2. Return all recalled tires to Michelin North America as soon as possible. Review the recall return process detailed in **Exhibit 2 – “Return Process for Dealers.”**
3. Please immediately provide Michelin the contact information (name, address & telephone number) for consumers to whom you have sold the tires included in this recall. Michelin is required to provide consumers with official notification of this matter. This information is needed as soon as possible. Please contact Michelin Consumer Care at 1-866-324-2835 or at [2wheelrecall@crdhna.com](mailto:2wheelrecall@crdhna.com) for assistance submitting this information.

Replacement tires: Recalled tires will be replaced with new MICHELIN Pilot Power 3 tires. MICHELIN Pilot Power 3 tires are the only replacement tires authorized by Michelin as a replacement tire for this recalled tire.

To return recalled tires currently in your inventory, contact Michelin Consumer Care using the designated TOLL-FREE number **1-866-324-2835** to arrange for return. Michelin will pay all freight and handling charges associated with this action, provided the Dealer follows Michelin’s return instructions. See **Exhibit 2** for more details on the return procedures.

Commitment to quality and respect for the customer are our highest priorities. We regret the circumstances that led to this action and know you understand our reasons for wanting to retrieve these tires. Michelin appreciates your cooperation in assisting Dealers and consumers with this recall process as efficiently as possible.

Sincerely,



Cathy Jones  
Michelin North America  
Quality Director

#### **LIST OF EXHIBITS**

Appendix A - About the DOT Code and Tire Identification Number  
Exhibit 1 – Disposition of Recalled Tires  
Exhibit 2 – Return Process for Dealers  
Exhibit 3 – Consumer Notification

## Appendix A

### About the DOT Code and Tire Identification Number

The Tire Identification Number (TIN) on the tire sidewall serves as the tire's fingerprint. It is preceded by the letters "DOT" signifying compliance with U.S. Department of Transportation Federal Motor Vehicle Safety Standards. The DOT symbol and TIN can be found on the sidewall just above the wheel flange.

Make sure the tire is of the make and model:  
 MICHELIN 180/55ZR17 M/C (73W) Pilot Power 3  
 MSPN 36816  
 TIN HB7D01CX, Date Code 1616, 1716 or 1816.

If you are having difficulty identifying your Tire Identification Number, please call Michelin Consumer Care at **1 866 324 2835**.

### DOT MARKING ILLUSTRATIONS

The symbol "DOT" precedes the Tire Identification Number (TIN) as shown

The TIN sequence is "HB7D01CX"



The example shows a date code of "2916", indicating "week 29 of 2016". The Tire Identification Date Code on the recalled tires is 1616, 1716 or 1816. If the tire has any Date Code other than the 3 listed above or is not a 180/55ZR17 M/C (73W) Pilot Power 3 tire, it is NOT affected by this Recall notice.

## Exhibit 1

### IMPORTANT – Disposition of RECALLED TIRES

Michelin North America is required to make you aware of the following information and tire Dealer obligations:

1. It is a violation of Federal law to knowingly sell or lease a new or used tire that has been identified by this notice as noncompliant with Federal Motor Vehicle Safety Standards.
2. If a Dealer knowingly sells or leases new or used recalled tires, such a sale must be reported to the Associate Administrator for Enforcement, National Highway Traffic Safety Administration, 400 7<sup>th</sup> Street, S.W., Washington, DC 20590 within five working days of such a release in a report containing the following information:
  - a statement that the report is being submitted pursuant to 49 CFR 573.10(a)
  - the name, address and phone number of the person who purchased or leased the tire
  - the name of the manufacturer of the tire
  - the tire's brand name, model name, and size
  - the tire's DOT identification number
  - the date of the sale or lease
  - the name, address, and telephone number of the seller or lessor.
3. 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 recalled tires.
4. All MICHELIN 180/55ZR17 M/C (73W) Pilot Power 3, MSPN 36816, TIN HB7D01CX with date codes 1616, 1716 and 1816 should be disabled by cutting the bead in 2 places with an appropriate tool such as a lock cutter or similar tool. You may use the alternate method below to disable the tires if you find it is easier. **MAKE SURE YOU LEAVE THE TIRE IDENTIFICATION NUMBER (TIN) INTACT AND LEGIBLE. PLEASE COMPLETE THE DISABLING OF RECALLED TIRES WITHIN 2 BUSINESS DAYS AFTER THEIR COLLECTION.**
5. If you prefer to use an alternate method to disable the recalled tires, see below:

#### Alternate Method to Disable the Affected Tires



Measure 8-12 inches along the sidewall of the tire and then make a visible cut through sidewall of the tire that length. This method is described in the two photos above. Please use gloves and precaution when making the cut.

6. On a monthly basis, Dealers of Michelin Motorcycle Tires must report to Michelin North America, Inc. the number of recalled tires removed from vehicles by the Dealer that have not been rendered unsuitable for resale for installation on a motor vehicle within the specified timeframe (other than those returned for testing). The report must include a description of any such failure to act in accordance with Michelin's disablement and disposal plan.
7. Please contact **Michelin Customer Care at 1 866 324 2835**. You will receive shipping instructions to return these recalled tires to Michelin for proper disposal.
8. These notifications and instructions must be communicated to all employees of this Dealer who are involved in the disabling and return of recalled tires.

## Exhibit 2

### Return Process for Dealers

#### **A. New tire inventory located in Dealer inventory**

Please follow the instructions below to return new tires which are currently in inventory at the motorcycle tire Dealer's facility:

1. Michelin asks that any Authorized MICHELIN Motorcycle tire Dealer within the United States who has any MICHELIN 180/55ZR17 M/C (73W) Pilot Power 3 rear tires which could be covered as part of this recall to contact Michelin Consumer Care using the designated TOLL-FREE number **1-866-324-2835** to verify that the tires are affected by the recall.
3. Upon verification that the identified tire is affected by this recall, Michelin Consumer Care will provide the Dealer with return shipping instructions to Michelin's Inspection Center in Greenville, South Carolina. Disposition instructions in Exhibit 1 should be followed prior to shipping.
4. Upon receipt and verification of the returned tire to Michelin's Inspection Center, Michelin Consumer Care will arrange for the immediate delivery of a replacement MICHELIN 180/55ZR17 (73) Pilot Power 3 rear tire to the Dealer.

#### **B. Return of Mounted tires on end-user's motorcycles**

Please follow the below instructions to replace used recalled tires which have been mounted on any wheel or motorcycle:

1. Michelin asks that any motorcycle owner within the United States who has MICHELIN 180/55ZR17 M/C (73W) Pilot Power 3 rear tires installed on their motorcycle to contact Michelin Consumer Care direct using the designated TOLL-FREE number **1-866-324-2835** to see if their tires are affected by the recall.

2. Once confirmed that their tire is affected by this recall, Michelin Consumer Care will work with the owner to identify a suitable Authorized MICHELIN Motorcycle tire Dealer where the owner can have their tire replaced free of charge.
3. The owner will be instructed to schedule an appointment with the Authorized MICHELIN Motorcycle tire Dealer when the Dealer can exchange the recalled rear tire. The appointment must be scheduled in adequate time for the Dealer to receive a replacement MICHELIN Pilot Power 3 tire if the Dealer does not have one currently at their location. The Dealer will de-mount and disable the affected tire using the instructions listed in exhibit 1 above. The Dealer will re-mount a replacement MICHELIN Pilot Power 3 tire. **There will be no charges related to the mounting / balancing of the replacement tire to the consumer for this transaction.**
4. The Authorized MICHELIN Motorcycle tire Dealer will be provided with instructions to return the affected tire Michelin's Inspection Center in Greenville, South Carolina.
5. Upon receipt and verification of the returned tire to Michelin's Inspection Center, Michelin will provide a \$100 allowance to the Authorized MICHELIN Motorcycle tire Dealer for any tires replaced for consumers to compensate them for all charges related to the replacement, mounting and balancing of a replacement MICHELIN Pilot Power 3 tire.

## Exhibit 3



### IMPORTANT SAFETY RECALL

**NHTSA Recall Number 16T-012**

**Date: September 25, 2017**

**Subject: SAFETY RECALL NOTICE**

Dear Michelin Tire Owner,

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 certain Michelin 180/55ZR17 M/C (73W) Pilot Power 3 motorcycle tires fail to conform to Federal Motor Vehicle Safety Standard Number 119, "New Pneumatic Tires for Motor Vehicles with a GVWR of more than 4,536 kilograms (10,000 pounds) and Motorcycles." These tires lack the required maximum load and associated inflation pressure information on the sidewall, and therefore **Michelin is recalling approximately 184 of these tires in the United States.**

These tires are primarily intended for street use on sport motorcycles.

The recalled tires lack the required maximum load and corresponding inflation pressure information on the sidewall, and thus may be subject to improper installation, use, or service. Improper installation or application 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.

Following is the product description, the Tire Identification Number (TIN) sequence and TIN production period of the manufacturing population which contains the recalled tires. The TIN information is molded to the sidewall of each tire and contains the TIN sequence number and TIN date code. The date code is a 2-digit week and 2-digit year of production. For example, "1816" refers to the 18<sup>th</sup> week of the year 2016.

Tire Description	MSPN (Retail Part Number)	TIN Sequence	TIN Date Codes
Michelin 180/55ZR17 M/C (73W) Pilot Power 3	36816	HB7D01CX	1616, 1716, or 1816

Tires matching this description, TIN sequence and TIN production time period are part of this recall. If your tires match the above identifiers, they must be replaced with new tires. Replacement tires are available through your Michelin motorcycle tire dealer or retailer. Please arrange at the earliest possible time to have your tire replaced at no charge to you at a servicing Michelin motorcycle tire dealer.

If you have additional questions about this recall or if you need assistance in locating a dealer to perform this service, please contact Michelin Consumer Care at 1-866-324-2835 (language options: English and Spanish) between 8:00 a.m. and 8:00 p.m. Eastern Time, Monday – Friday, and between 8:30 a.m. and 4:30 p.m. Eastern Time, Saturday.

If your servicing Michelin retailer fails or is unable to provide a comparable Michelin replacement tire without charge, please contact Michelin Consumer Care at 1-866-324-2835. At any 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 <http://www.safercar.gov>.

Commitment to safety, quality and respect for the customer are our highest priorities. Please accept our sincerest apology for any inconvenience that replacing these tires may cause you.

Sincerely,

A handwritten signature in cursive script that reads "Cathy Jones". The signature is written in a dark ink and is positioned below the word "Sincerely,".

Cathy Jones  
Quality Director

## **Reimbursement to Consumers for Affected Tire Replacements Prior to Recall**

If you have already paid to have your tires replaced due to the condition associated with this recall, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the replacement would have cost if completed by an authorized Michelin retailer. The documentation described below must be presented to the Michelin Consumer Care department for review.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the replacement
- The model name and size of the tire that was replaced along with the TIN codes
- What problem occurred, when the tire was replaced, and who replaced it
- The total cost of the replacement that is being claimed
- Proof of payment (copy of front and back of cancelled check, or copy of credit card receipt)

This documentation should be mailed to the following address:

Michelin North America  
Consumer Care Department  
One Parkway South  
Greenville, SC 29615

If your claim is deemed to be valid, reimbursement will be made by check from Michelin North America. Should your claim be denied, you will receive a letter from Michelin North America within 60 days of receipt giving you the reason(s) for denial.

## READING THE TIRE IDENTIFICATION NUMBER (TIN) ON THE TIRE SIDEWALL

The Tire Identification Number (TIN) on the tire sidewall serves as the tire's fingerprint. It is preceded by the letters "DOT" signifying compliance with U.S. Department of Transportation Federal Motor Vehicle Safety Standards. The DOT symbol and TIN 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:

Tire Description	MSPN (Retail Part Number)	TIN Sequence	TIN Date Codes
Michelin 180/55ZR17 M/C (73W) Pilot Power 3	36816	HB7D01CX	1616, 1716, or 1816

If the information on the sidewall of your tires does not match these identifiers, it is not part of the recall.

2. The following illustrations show the DOT symbol, TIN sequence, and an example of a TIN date code. If you have any questions concerning the tire's identification number, please contact Michelin Consumer Care at 1-866-324-2835.

The symbol "DOT" precedes the Tire Identification Number (TIN) as shown

The TIN sequence is "HB7D01CX"



The example shows a date code of "2916", indicating "week 29 of 2016". The Tire Identification Date Code on the recalled tires is 1616, 1716 or 1816. If the tire has any Date Code other than the 3 listed above or is not a 180/55ZR17 M/C (73W) Pilot Power 3 tire, it is NOT affected by this Recall notice.