



NHTSA Recall Number 22T-005

May 23rd, 2022

Subject: VOLUNTARY RECALL NOTICE

Dear Michelin Dealer,

Michelin North America, Inc. (“MNAI”) has decided to recall 82 tires of SKU MICHELIN® Pilot Sport 4 ZP™ 255/35ZR19 96Y XL, which were sold into the US market without the letters “DOT” marked on the tire sidewall, as required by NHTSA regulation 49 CFR Part 571.139. You are receiving this letter because our records indicate that you may have purchased one or more of the recalled tires.

The missing sidewall information resulted from an error during specification of the sidewall mold drawings, in which the requirement for engraved letters “DOT” was not transferred to the drawing file and the mold was manufactured without the letters present.

Pilot Sport 4 ZP 255/35ZR19 tires are typically found on higher end passenger cars as a rear fitment. The following chart provides the information needed to identify the recalled tires. TIN information is molded into the sidewall of each tire, directly above the bead. The production 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, a production code of “1918” refers to the 19th DOT week of the year 2018.

| Tire Description | MSPN | TIN Sequence | TIN Production Code |
|---|-------|--------------|---------------------|
| MICHELIN® Pilot Sport 4 ZP™ 255/35ZR19 96Y XL | 08482 | 6IN4 020X | 0521 thru 2121 |

Only tires matching all four elements (Tire Description, MSPN, TIN Sequence and TIN Production Code) are part of this recall. 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 guidance.

Provide Michelin Consumer Care the List of Tire Owners

Michelin is required to contact by mail all Tire Owners known to have purchased a tire subject to recall and requests that you provide Michelin Consumer Care with a list of Tire Owners that purchased these tires from you. Please include the following information for each sale:

For an individual consumer:

First Name, Last Name, Address1, Address2, City, State, Zip Code, Phone.

For a business:

Business Name, Attn. To: Address 1, Address 2, City, State, Zip Code, Phone.

Please email the completed list of Tire Owners to:

shirley.perry@michelin.com (**Preferred Method**)

Email Subject Line: "PS4ZP Consumer Contact Information"

Or Mail to:

Michelin North America
Consumer Care Dept.
Attn: Shirley Perry
One Parkway South
Greenville, SC 29615

Returning Inventory (New/Never Mounted) Recalled Tires

As a result of this 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 and date codes affected. **Immediately stop the sale, and/or mounting of these tires.**
2. Immediately count your inventory of affected tires.
3. Complete the attached RGA Form (Appendix A) and return via email (warrantychampion@michelin.com). Michelin Customer Service will respond via email with a return goods authorization (RGA) number and shipping instructions.
4. Return all recalled tires from your inventory as soon as possible. Freight charges will be prepaid using carrier identified in your RGA shipping instructions. You will be credited at your current invoice price for all recalled tires upon receipt and verification.

If you have questions, call Michelin Customer Service (1-800-847-8475) and state that you would like to return your new inventoried tires as part of the NHTSA Recall Number 22T-005.

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 recall.
2. Ensure that you have the correct replacement tires in inventory.
3. When replacing the recalled tires with new tires, follow the current standard Michelin Warranty claim process. Use the standard warranty claim process to submit your claim on MichelinB2B.com or Michelin Warranty App.
4. See Warranty Checklist - Appendix B. Michelin will handle the disabling of the tires.
 - a. Replace any mounted tires that are a part of this Recall with an approved replacement tire. Recall replacement tires and services must be at no charge to the consumer (including mounting and balancing), regardless of remaining tread depth.
 - b. Process as **Claim Type 1** for Workmanship and Material. Select **“Market Action”** as the reason for removal. The Recall tires **can** be mixed with normal warranty tires returned to the Michelin Inspection Center. No return authorization code is required.
 - c. Free replacement, \$0 charge to consumer, will be offered through July 1, 2023. After July 1, 2023, recalled tires should be processed as standard warranty by pro-rata adjustment with the option to contact Consumer Care for further assistance.
 - d. Dealer will be credited at current invoice price of the installed tire, plus a flat service and mounting and balancing allowance of \$24.00 per tire.
 - e. If an approved Michelin replacement tire is not available, call Michelin Consumer Care (1-888-971-3801).
 - f. Direct Dealers will ship Used/Mounted Recall tires to:

Michelin North America
Attention: Warranty
101 Harrison Bridge Road
Simpsonville, SC 29681
 - g. AADs and Open Market Dealers must return tires to their Primary Servicing Distributor.
 - h. Use tire chalk to mark tires with “Recall” on the sidewall.
 - i. Tires should be returned immediately through your normal warranty carrier.

The recalled tires must be returned for the credit to be processed. If you have any additional questions, please contact your Customer Service Representative at 1-800-847-8475.

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 recall.

Sincerely,

Andrew Meurer
Vice President, B2C Sales
Michelin North America

Appendix A:

| Dealer <u>NEW</u> Tire Inventory Return Form | | | |
|---|--|--|--|
| Please email to warrantychampion@michelin.com | | | |
| Date: | | RGA # | |
| THIS RETURN REQUEST IS FOR <u>NEW</u> RECALL TIRES ONLY ALL OTHER TIRES RECEIVED WILL BE SCRAPPED AND NO CREDIT WILL BE ISSUED. | | | |
| Dealer Name | | City/Province | |
| Ship To Number | | Phone Number | |
| Contact Name | | Email Address | |
| REIMBURSEMENT OF RECALLED TIRES IN DEALER INVENTORY - New Tires Only To expedite credits please mark sidewall of each tire "RECALL". Used/Mounted tire Reminder: Follow Normal Warranty Process for Used or Mounted tires and Return per instruction in the Recall Dealer Letter. | | | |
| Total Quantity: | | | |
| MSPN 08482 Michelin Pilot Sport ZP 255/35ZR19 96Y XL | | TIN SERIAL INFORMATION ON TIRE 6IN4 020X 0521 to 2121 | |
| Note: An excel version of this form is available from Customer Service at 1-800-847-8475 | | | |