



June 1, 2023

Dear Michelin Dealer,

As previously communicated, Michelin North America, Inc. and Michelin North America (Canada), Inc. are voluntarily recalling MICHELIN® 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 Symbol¹, but do not meet the traction requirements for snow tires. As such, these tires fail to comply with the requirements of U.S. Federal Motor Vehicle Safety Standard (FMVSS) number 139, "New Pneumatic Radial Tires for Light Vehicles" and Canadian Technical Standards Document (TSD) 139.

We have worked with NHTSA and Transport Canada to define a remedy plan for consumers who have purchased the impacted tires. A letter outlining the plan ([click here](#) for full letter) will be mailed to consumers on or before June 12, 2023. Included in that letter are the following approved options for replacement tires:

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.

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

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.

Below is information that will be crucial for dealers as consumers begin pursuing replacement tire options. Please read carefully and contact Customer Service at 800-847-8475 with any questions:

Processing Recall Warranty Claims

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. Removed tires must be within the DOT range of the recall and have the Alpine symbol on the tire. (See [appendix](#) for additional information)



Alpine Symbol (3PMSF)

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 to submit your claim on MichelinB2B.com or the Michelin Warranty App. [Click here](#) for recall-specific instructions.

If you need a refresher on using the mobile app, please [click here](#) to watch an overview video in the Michelin Learning Academy (search 'Warranty App') or [click here](#) to view the Quick Reference Guide.

Still need help? Use the links below to register for a live training session with the Michelin team.

[Wednesday, June 7 9-10 a.m. ET](#)

[Friday, June 9 2-3 p.m. ET](#)

[Monday, June 12 2-3 p.m. ET](#)

[Wednesday, June 14 10-11 a.m. ET](#)

The team will also be available for a live Q&A on Monday, June 26. Registration is not

required for this session. Simply [click here](#) to join and ask your question any time between 1:00-2:30 p.m. ET.

4. Mounted Tire Warranty Checklist

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 October 1, 2024. After October 1, 2024, 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 \$28.00 per tire.

e. Direct Dealers will ship Used/Mounted Recall tires to:
Michelin North America
Attention: Warranty
101 Harrison Bridge Road
Simpsonville, SC 29681

f. TADs, AADs and Open Market Dealers must return tires to their Primary Servicing Distributor.

g. Use tire chalk to mark tires with “Recall” on the sidewall.

h. All tires that are part of this Recall should be returned immediately through your normal warranty carrier, regardless of the replacement option chosen by the consumer. Michelin will handle the disabling of the tires.

Ordering Replacement Inventory

Please place orders beginning July 1 for delivery beginning in August. Stock will continue to be made available as soon as it is received in our warehouses.

Size	Service Description	Load Range	NEW MSPN	Tread Depth		Overall Diameter		Section Width		Approved Wheels (Measuring wheel listed first)	Max. Load and Pressure Single				Weight (lbs)	
				32nds	in	in	mm	in	mm		lbs.	psi	kg.	kPa	lbs.	kg.
185/60R15C	94T	C	39451	11.5	23.7	602	7.4	188		5, 5, 6	1475	54	670	375	21.9	9.9
195/75R16C	107/105R	D	57046	11.5	27.4	696	7.7	196		5, 5, 6	2150	69	975	475	26.7	12.1
205/65R15C	102/100T	C	40955	11.5	25.4	645	8.2	208		6, 5.5, 6.5	1875	54	850	375	24.1	10.9
205/75R16C	113/111R	E	10356	11.5	28.1	714	8.2	209		5, 5, 6	2535	76	1150	525	32.4	14.7
225/75R16C	121/120R	E	41578	11.5	29.3	744	8.7	221		6, 7	3195	83	1450	575	37	16.8
235/65R16C	121/119R	E	12816	11.5	28	711	9.4	239		7, 6.5, 7.5	3195	83	1450	575	34.8	15.8

Returning New, Unmounted Tires

Direct dealers may return your new/unmounted inventory via the following process (information also available on the Michelin Dealer Portal):

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.

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



Nate Kirian

Vice President, B2B Sales
Michelin North America, Inc.



Andrew Meurer

Vice President, B2C Sales
Michelin North America, Inc.

^[1] The Alpine Symbol is defined in NHTSA safety regulation FMVSS 139, S3 and S5.5(i). It is depicted by a snowflake inside a three peaked mountain outline, often referred to as the “Three Peak Mountain Snowflake” or “3PMSF”.

