



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

April 19, 2023

Ms. June Satterfield  
Director, Industry Standards & Government Regulations  
Michelin North America, Inc.  
1 Parkway South  
Greenville, SC 29615

NEF-107DR  
23T-002

**Subject:** Insufficient Traction for Snow Tires/FMVSS 139

Dear Ms. Satterfield:

This letter serves to acknowledge Michelin North America, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

MICHELIN/AGILIS CROSSCLIMATE C-METRIC/185/60 R15C  
MICHELIN/AGILIS CROSSCLIMATE C-METRIC/195/75 R16C  
MICHELIN/AGILIS CROSSCLIMATE C-METRIC/205/65 R15C  
MICHELIN/AGILIS CROSSCLIMATE C-METRIC/205/75 R16C  
MICHELIN/AGILIS CROSSCLIMATE C-METRIC/225/75 R16C  
MICHELIN/AGILIS CROSSCLIMATE C-METRIC/235/65 R16C

**Mfr's Report Date:** April 13, 2023

**NHTSA Campaign Number:** 23T-002

**Components:**

TIRES:MARKINGS

**Potential Number of Units Affected:** 542,110

**Problem Description:**

Michelin North America, Inc. (Michelin) is recalling certain Agilis CrossClimate C-Metric tires with DOT codes 0117 through 1423. Please see the attached tire chart for a list of all affected sizes. The tires are labeled as snow tires, but do not have sufficient traction to perform in all snow weather conditions. As such, these tires fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 139, "New Pneumatic Radial Tires for Light Vehicles."

**Consequence:**

Tires that do not provide sufficient traction as expected can increase the risk of a crash.

**Remedy:**

Dealers will replace the tires, free of charge. Interim owner notification letters informing owners of the safety risk will be mailed June 12, 2023. Owners will receive a second notice once the remedy becomes available. Owners may contact Michelin's customer service at 1-866-324-2835.



**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.nhtsa.gov](http://www.nhtsa.gov).

**Please ensure the following requirements are met:**

A description of the manufacturer's program for remedying the defect or noncompliance (49 CFR 573.6 (c)(8)(i)).

**AMENDED 573 REQUIRED.**

Your company's program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of your company's notification of owners, purchasers and dealers, in accordance with § 573.13. Your company's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by § 573.13 that is not in a general reimbursement plan shall be submitted in your company's report to NHTSA. If your company submits one or more general reimbursement plans, your company shall update each plan every two years (§ 573.13). If the vehicles are new and would be covered under the manufacturer's warranty program, please state that in the remedy section of your filing.

**AMENDED 573 REQUIRED.**

Your company must supply the estimated date(s) for which it will notify dealers and/or distributors regarding this safety recall. If your company subsequently becomes aware that either the beginning or the completion dates reported to the agency for any of the notifications will be delayed by more than two weeks, your company shall promptly advise the agency of the delay and the reasons therefor, and furnish a revised estimate. If your company does not have dealers or distributors, please state so in the 573 (49 CFR 573.6 (c)(8)(ii)).

**AMENDED 573 REQUIRED.**

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Michelin North America, Inc.'s contact for this recall will be Darishea Rollins who may be reached by email at [darishea.rollins@dot.gov](mailto:darishea.rollins@dot.gov). We look forward to working with you.

Sincerely,

A handwritten signature in black ink that reads "Alex Ansley". The signature is fluid and cursive, with a checkmark-like flourish at the end.

Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement