

## Transport Canada Recall Number 2013-245



**Date: July 22, 2013**

**Subject: SAFETY RECALL NOTICE**

Dear MICHELIN® Tire Owner,

This notice is sent to you in accordance with the requirements of the Canadian Motor Vehicle Safety Act.

Michelin North America (Canada) Inc. has decided that a defect which relates to motor vehicle safety exists in certain MICHELIN® LTX M/S2, MICHELIN® X Radial LT2 and MICHELIN® Latitude Tour replacement tires and they are included in a safety recall.

These tires are typically found on vehicles such as light trucks and SUVs.

These recalled tires could have partial or full sidewall perforations that could cause them to experience loss of air pressure. This condition 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.

The following list provides the product descriptions, DOT (Department of Transportation) sequence identifiers and DOT production periods of the manufacturing populations which contain the recalled tires. The DOT information is molded to the sidewall of each tire: the DOT sequence number and DOT date code that is a 2-digit week and 2-digit year of production, which are given in the DOT production period information. For example, "4305" refers to the 43<sup>rd</sup> week of the year 2005.

<b>Tire Description</b>	<b>MSPN</b>	<b>DOT Sequence</b>	<b>DOT Production Periods (Inclusive)</b>
MICHELIN LTX M/S2 P275/55R20 111T RBL	22093	B99Y56EX	3812 to 2113
MICHELIN LTX M/S2 P265/65R18 112T	02633	B9XP001X	0513 to 2113
MICHELIN LTX M/S2 P265/60R18 109T ORWL	11631	B95E788X	1513 to 2113
MICHELIN X Radial LT2 P265/65R18 112T	00834	B9KA003X	0513 to 2113
MICHELIN X Radial LT2 P275/55R20 111T	02319	B99Y001X	0513 to 2113
MICHELIN Latitude Tour P255/60R19 108S	03835	B9R1W3WX	1913 to 2113
MICHELIN Latitude Tour P255/70R18 112T	01843	B9YU99CX	1313 to 2113

Tires matching these descriptions, DOT sequence identifiers and DOT production time periods may be part of the recall population. To determine if you have potentially received tires that are included in this recall, please check the DOT information found on the sidewall of the tire, and if they match the above identifiers, contact your local Michelin retailer.

It is important that all recalled tires be removed from service as soon as possible. The removed tires will be replaced with a similar product at no cost to you.

To return and replace recalled tires at no charge, please visit your Michelin retailer who will assist you. To locate a Michelin retailer, please visit the online dealer locator at [www.MichelinMan.ca](http://www.MichelinMan.ca). There is also detailed information about this recall available at:

[www.MichelinMan.ca/voluntarysafetyrecall](http://www.MichelinMan.ca/voluntarysafetyrecall)

If you have additional questions after visiting the website and your Michelin retailer, please contact Michelin Consumer Care at 1-866-424-2638 (language options: English and French) between 8:00 a.m. and 8:00 p.m. Eastern Time, Monday – Friday.

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 blue ink, appearing to read "m.wischhusen", with a long horizontal flourish extending to the right.

Mike Wischhusen  
Technical 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 DOT 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 DOT TIRE SIDEWALL MARKINGS

DOT tire sidewall markings serve as the tire's fingerprint and signify compliance with Transport Canada and U.S. Department of Transportation Minimum Performance Standards. 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 is one of the following products:

Tire Description	MSPN	DOT Sequence	DOT Production Periods (Inclusive)
MICHELIN LTX M/S2 P275/55R20 111T RBL	22093	B99Y56EX	3812 to 2113
MICHELIN LTX M/S2 P265/65R18 112T	02633	B9XP001X	0513 to 2113
MICHELIN LTX M/S2 P265/60R18 109T ORWL	11631	B95E788X	1513 to 2113
MICHELIN X Radial LT2 P265/65R18 112T	00834	B9KA003X	0513 to 2113
MICHELIN X Radial LT2 P275/55R20 111T	02319	B99Y001X	0513 to 2113
MICHELIN Latitude Tour P255/60R19 108S	03835	B9R1W3WX	1913 to 2113
MICHELIN Latitude Tour P255/70R18 112T	01843	B9YU99CX	1313 to 2113

If it is not one of these products the tire is not part of the recall.

If it is one of these products, check the DOT information to determine if the tire is affected by the recall as follows.

2. The following illustrations show the DOT information on a sample of the affected tires. If you have any questions concerning the tire's DOT information, please contact Michelin Consumer Care at 1-866-424-2638.

DOT sequence begins with B99Y 56EX ----



and ends with a date code (2-digit week and 2-digit year) between 3812 and 2113 inclusive.