# IMPORTANT SAFETY RECALL

**NHTSA Recall Number 13T-012**

**Date: January 6, 2014**

RECEIVED FEB 25 2014

**Subject: SAFETY RECALL NOTICE**

Dear Michelin Tire Owner,

This notice is sent to you in accordance with the requirements of the National Highway Traffic and Motor Vehicle Safety Act.

Michelin North America, Inc. has decided that a defect which relates to motor vehicle safety exists in one version of a specific size of the Michelin LTX M/S tire, and it is included in a safety recall.

You are receiving this letter because our records indicate that you may have purchased a Ford E-Series Van or Chassis Cab vehicle fitted with these tires, or purchased them as new replacement tires at retail.

The recalled tires have the potential to experience tread loss and/or rapid air loss. This condition may increase the risk of tire failure and a vehicle crash.

Following is the product description, DOT (Department of Transportation) sequence identifiers and DOT production period of the manufacturing population which contains 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, "2312" refers to the 23rd week of the year 2012.

| Tire Description | MSPN (Retail Part Number) | DOT Sequence | DOT Production Periods (Inclusive) |
|---|---|---|---|
| Michelin LTX M/S LT225/75R16 115/112R LRE | 25516 | B3JH AKEX | 0210 - 2512 |

Tires matching this description, DOT sequence identifier and DOT production time period are part of this recall. If your tires match the above identifiers, please visit your local Michelin retailer or nearest Ford dealership as soon as possible to have them removed and replaced, including mounting and balancing, free of charge.

To locate a Michelin retailer, please visit the online dealer locator at www.MichelinMan.com or to locate a Ford Dealership, visit www.fordowner.com. There is also detailed information about this recall available at:

www.MichelinMan.com/safetyrecall

If you have additional questions after visiting the website and your Michelin retailer, please contact Michelin Consumer Care at 1-800-231-5893 (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. Easter Time, Saturday – Sunday.

If your servicing Michelin retailer fails or is unable to provide the service as described above without charge, 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 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,

Jay Duncan
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 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 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 matches the information below:

| Tire Description | MSPN (Retail Part Number) | DOT Sequence | DOT Production Periods (Inclusive) |
|---|---|---|---|
| Michelin LTX M/S LT225/75R16 115/112R LRE | 25516 | B3JH AKEX | 0210 - 2512 |

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 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 1-800-231-5893.

   DOT sequence begins with B3JH AKEX ----

and ends with a date code (2-digit week and 2-digit year) between 0210 and 2512 inclusive.