



Warranty Claim Procedure Manual



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FOREWORD

When you sell MICHELIN®, BFGoodrich®, or Uniroyal® tires, you are giving your consumer top value for the money. The consumer can buy with confidence, knowing that the purchase is backed by a manufacturer's limited warranty that meets or exceeds all legal requirements.

These warranties can be important sales tools. The effectiveness of these warranties in building consumer loyalty and preference for each individual brand depends on how you handle the consumer who comes to you with a tire problem.

Proper handling builds confidence and turns unhappy consumers into friends and staunch boosters for your business. Improper handling, either through indifference or lack of knowledge, can only alienate consumers, resulting in loss of their business and potential damage to your reputation.

For this reason, **we urge you to read this manual carefully and consult it when assisting a consumer who is making a warranty claim.** Not every claim will result in a warranty adjustment, but regardless of what the outcome might be, every consumer with a tire complaint deserves a good examination of the tire and a clear explanation of what caused it to come out of service. If for some reason you cannot provide this service or cannot determine the cause of the problem, call us at **1-800-847-3435 for Michelin, 1-877-788-8899 for BFGoodrich brand, and 1-877-458-5878 for Uniroyal.** We will be happy to assist you and the consumer.

We realize that warranty claim administration through several steps, may be somewhat time consuming. With this in mind, we have tried to simplify the process as much as possible including:

- One "universal" claim form and standard procedure for MICHELIN, BFGoodrich, and Uniroyal brand tires. Accommodation of up to 6 tires per claim;
- Ability to ship all Michelin North America, Inc (MNA) brands to one Inspection Center with a minimum requirement of only 25 tires;
- Ability to process "Goodwill" concessions (with certain restrictions).

For the purposes of this manual, we will use the following definitions:

Direct Dealer/Branch is a business that has signed a valid Direct Dealer or Distributor Sales agreement and has entered into a direct business relationship with MNA.

Indirect/Associate Dealer is a business that has met the requirements set forth in the MAST Alliance Associate Dealer program and has signed a valid three party Alliance Associate Dealer agreement with one of MAST's Direct Distributors.

Associate Dealer is a business that has met the requirements set forth in the MAST Associate Dealer or Uniroyal Retail Dealer program and has signed the appropriate dealer agreement with one of MAST's Direct Distributors.

Servicing Tire Retailer is any retailer who sells MICHELIN, BFGoodrich and/or Uniroyal tires, is not a Direct MAST Dealer or Distributor and does not meet any of the definitions above.

QUICK START GUIDE

In addition to other valuable information on providing top quality, professional service to the consumer, this manual contains all the information required to complete a warranty claim for MICHELIN®, BFGoodrich®, and Uniroyal® brand tires.

Step-by-step instructions on how to inspect a tire begin on page 7.

Step-by-step instructions on completing the claim form begin on page 12.

Shipping instructions begin on page 15.

For assistance with claims, please contact MNA Consumer Care at the numbers below:

Brand	Toll-free number to call
Michelin	1-800-847-3435
BFGoodrich	1-877-788-8899
Uniroyal	1-877-458-5878

A complete table of contents for this manual is on page 1.

To submit warranty claims, you will need the following: this manual, the current base price list and tire data books for MICHELIN, BFGoodrich, and Uniroyal brand tires.

These books and all other materials listed in this manual can be ordered from the Promotional Fulfillment Center by calling 1-800-677-3322.

The Michelin Promise Plan™

The Michelin Promise Plan applies to all MICHELIN brand passenger and light truck replacement tires purchased on or after March 1, 2011. The Michelin Promise Plan provides the following benefits:

- 30-Day Satisfaction Guarantee
- 3-year Flat Tire Changing Assistance
- Limited Mileage Warranty

30-Day Satisfaction Guarantee:

We are confident consumers will love their new MICHELIN tires. So confident, in fact, that we back the purchase with a 30-Day Satisfaction Guarantee. Consumers have up to 30 days to decide if they want to keep them or exchange them for a different set of tires. If they are not 100% satisfied with their new tires, they can simply bring the tires and original sales receipt back to the place of purchase within 30 days of their purchase and Michelin will gladly exchange them.

Certain conditions and limitations apply. Exchange available only for the number of tires originally purchased and mounted. Mounting and balancing costs are included on exchanged tires. Valve stems are extra. Tires that are damaged due to misuse or misapplication, road hazards, and mechanical problems related to the vehicle, use in any racing-related activities or competitive events, or tires that have been removed from the original vehicle on which they were installed, are excluded from this satisfaction guarantee, and exchanges do not apply. This satisfaction guarantee only applies to the original tires purchased and not to the tires provided under this guarantee. This guarantee applies to from 1 to 6 tires and does not apply to original equipment tires. It is subject to all the maintenance recommendations and safety warnings contained in the Michelin Owner's Manual.

Flat Tire Changing Assistance for 3 years:

In the event of a flat tire consumers can call the toll-free number listed in the Michelin Owner's Manual or the wallet card (provided in the Owner's Manual), to receive flat tire changing assistance. A qualified service professional will be dispatched to remove the wheel on which the flat tire is mounted, and install the consumer's inflated spare tire & wheel assembly. If an inflated spare is not available, towing will be provided at no cost to the nearest approved Michelin servicing dealer of the consumer's choice. Service is available 24 hours a day, 365 days a year in the United States and Canada. For Flat Tire Changing Assistance call: 1-888-553-4327

The Michelin Promise Plan™ . . . (CONT'D)

Certain conditions and limitations apply. This service does not cover the repair or replacement costs of the tire. The service applies only to motorized passenger and light truck vehicles and specifically excludes trailers, recreational vehicles, commercial vehicles and any vehicle used for farm, ranch, agriculture, racing, or off-road service. This service is not available for original equipment tires.

A Limited Mileage Warranty for Every Michelin Tire

All MICHELIN® passenger and light truck tires are covered by a manufacturer's limited warranty for treadwear (with the exception of the MICHELIN® Pilot® Sport Cup tires, which are designed for track use). This warranty will help you and your consumers understand what mileage you should expect from every MICHELIN tire you sell, which will increase overall satisfaction for your consumers. The Michelin Owner's Manual should be provided to consumers every time you sell a MICHELIN tire, as it clearly explains the Michelin Limited Warranty for treadwear, including what is covered and what is not covered. The mileage warranty for each tread design is available at www.michelinman.com/promise and may be noted in various product literature.

Some vehicles come from the vehicle manufacturer with "split fitments" - meaning different size tires on the front and rear axles. Because these tires cannot be rotated as recommended by Michelin, the mileage warranty on each rear tire will cover half the number of miles as the standard warranty for that particular tread design. MICHELIN Self-Supporting Zero Pressure (ZP) tires have the same mileage warranty as the standard tire line of which they are a part, up to but not exceeding 30,000 miles. DOT-approved competition tires (e.g., MICHELIN Pilot Sport Cup tires) are excluded from any mileage warranty. MICHELIN Winter tires must be used during winter months only, defined as a period beginning on or after September 1st of a given year and ending no later than April 30th of the following year. MICHELIN winter tires require documentation of the timing of the installation and removal of the tires each winter to maintain coverage under the limited warranty for tread wear.

Certain conditions and limitations apply. The limited warranty for treadwear is subject to all conditions and limitations, including maintenance requirements and safety warnings, contained in the Michelin Owner's Manual, under the Michelin Passenger and Light Truck Limited Warranty.

IF YOU HAVE ANY QUESTIONS ABOUT THE MICHELIN PROMISE PLAN, PLEASE CALL MNA CONSUMER CARE AT 1-800-847-3435.

ABOUT WARRANTIES...

A product warranty is a commitment to the consumer from both the manufacturer and the dealer. It is an expression of the willingness of a business to stand behind its products and services. As such, it is a badge of business integrity.

Warranties are governed by both State and Federal laws and regulations. Everyone in business today should have a basic understanding of warranties covering the products they sell and of their obligations under the law and under the rule of good business. This section is not intended to be a complete course in warranty law. Its purpose is simply to provide general information about your responsibilities.

WARRANTIES AND FEDERAL LAW

The Federal law governing warranties is the Magnuson-Moss Warranty Act of 1975. It covers all written warranties on consumer products costing \$15.00 or more. As a dealer, you are required to provide pre-sale warranty information on the MNA products you sell. This can be done by displaying the warranty near the product or by displaying a notice that warranties are available for inspection upon request.

ABOUT WARRANTIES . . . (CONT'D)

WARRANTIES AND STATE LAW

The Uniform Commercial Code (UCC) covers implied warranties. Most states have adopted all parts of the UCC, but the application of the code varies from state to state. For a complete understanding of how the UCC applies in the states where you do business, you may wish to contact your state Attorney General's Office.

There are two basic types of implied warranties:

The Implied Warranty of Merchantability
and
The Implied Warranty of Fitness for a Particular Purpose.

The first simply means the product will do what it is designed to do. For instance, a toaster will toast, a freezer will freeze, a recliner will recline, etc. This is sometimes called the Warranty of Fitness for Ordinary Use.

The second implied warranty, the Implied Warranty of Fitness for a Particular Purpose, is sometimes called the Warranty of Fitness for Intended Use. This implied warranty applies when a consumer relies on the seller's advice and the seller knows how the buyer intends to use the product. For example, a consumer shopping for a lawn mower buys a model that was advertised to cut tall grass and brush. He explains to the seller that he has 4 acres covered with this type of undergrowth and the seller assures him the advertised mower will do the job. Here, the buyer has relied on the seller's advice and the seller clearly knew the intended use. If the mower failed to perform as advertised, it would be a breach of the Implied Warranty of Fitness for a Particular Purpose.

LIMITED WARRANTIES

Workmanship and Materials

Beyond the Michelin Promise Plan™ for MICHELIN® brand tires (explained earlier), limited warranties for all MICHELIN®, BFGoodrich®, and Uniroyal® brand tires cover the workmanship and materials that go into making these products, for 6 years from date of purchase, or until the end of their useful treadlife, whichever occurs first. The date of purchase is documented by the new vehicle registration or tire sale invoice. If no proof of purchase can be produced, the 6-year period will be determined from the date of manufacture contained in the DOT (Department of Transportation number molded on the sidewall of the tire. For additional details, please refer to the appropriate brand warranty.

Treadwear - Based on Mileage or Time

In addition to the workmanship and materials warranty coverage, MICHELIN, and some BFGoodrich and Uniroyal brand tires, are covered by a Limited Warranty for Treadwear. Most treadwear coverage is for a specified mileage and credit is based on the percentage of the warranted mileage not attained.

At the time of sale, you, as the selling dealer, are required to complete the Original Owner / Tire Installation Information Form which includes consumer, vehicle, tire information, and the date of installation.

At the time of a claim for mileage warranty coverage, the tires must be evenly worn to 2/32nds of an inch of tread remaining, the date and odometer reading at the time of mounting must be documented, and the rotation service record must be completed, showing that the required rotations were performed. For specific requirements, please refer to the applicable mileage warranty.

Road Hazard Damage

Road hazard damage is covered only under specific guidelines for MICHELIN® Self-Supporting Zero Pressure (ZP) tires, and PAX tires. Always refer to the applicable warranty booklet for specific information.

TIRE REGISTRATION

Under current requirements of the National Traffic and Motor Vehicle Safety Act, all authorized dealers are required to provide DOT Tire Registration forms to consumers with every tire purchase transaction. Similarly, distributors selling tires to other dealers for resale are to supply tire registration forms to such dealers.

ABOUT WARRANTIES . . . (CONT'D)

The selling dealer is required to record its business name and address and the tire identification numbers in the proper spaces on the DOT registration card before giving it to the consumer. (DOT cards for Michelin brand tires are included in the Michelin Owner's Manual). The consumer is to enter his name and address on the card, affix proper postage and mail to the address pre-printed on the front of the card, or visit www.michelinman.com to register on-line. Registration cards for MNA brands may be ordered through the Promotional Fulfillment Center at 1-800-677-3322 and will be supplied at no charge to the dealer.

ORDERING OWNERS MANUALS

Owners Manuals, which include warranty information for MICHELIN®, BFGoodrich® or Uniroyal® brand tires are available to you **at no charge**. Dealers may order these brochures from THE PROMOTIONAL FULFILLMENT CENTER AT 1-800-677-3322. Please be ready to provide your 7-digit MNA account number. In addition to the actual warranty, the Owners Manual contains very important safety information about the operation and care of tires. Protect yourself and your dealership by always providing an Owners Manual with the sale of all MICHELIN, BFGoodrich, or Uniroyal brand tires.

THE MNA CONSUMER CARE PHILOSOPHY

In retail business, there will be instances when a customer returns a product or service they have purchased. How your company responds to these challenges will determine whether your customers do business with you in the future. The company that establishes fair and positive policies for handling complaints will have a competitive advantage.

For most of us, it's not IF we will receive complaints, but WHEN and HOW they will be handled. Handled properly, a complainer becomes a loyal customer for life. That's why it makes so much sense to design a complaint handling system. An effective system begins with a plan. Ask yourself these questions:

- What do we want to accomplish?
- Who do we want to handle the complaints?
- What training will they require?

Designing a Complaint-Handling System

Effective handling of consumer complaints requires a total company commitment and it should involve all employees who are in contact with the consumer. Be sure your complaint-handling system contains fair policies on repairs and replacements, and that it acknowledges and resolves complaints swiftly and courteously. Consider having a central location for receiving and processing complaints. Identify the individuals responsible for resolving complaints.

A professional approach to a consumer complaint has two objectives:

1. Resolve the complaint;
2. Satisfy the consumer and retain the consumer's patronage.

The people who handle complaints should be chosen carefully. They should be sensitive to the needs of others, friendly and able to balance the company's and the consumer's interests. They should be knowledgeable about your products, product warranties, services and policies. They need to understand that a calm, professional explanation might satisfy a consumer even when a complaint is unjustified and cannot be resolved under warranty. Your system of handling complaints should be well organized and as simple as possible.

THE MNA CONSUMER CARE PHILOSOPHY . . . (CONT'D)

Once it has been established, you may want to write it in procedure form and distribute it to every employee involved. It's also an excellent idea to publicize it. Place a statement of your complaint handling system conspicuously in your store as a constant reminder to the consumer and your employees that you intend to uphold your commitments.

HOW TO INSPECT A TIRE

When a consumer asks you to examine a tire for a warranty claim:

ALWAYS DEMOUNT THE TIRE.

Have a special tire inspection station, located in a quiet, well-lit area, away from the sales floor of the dealership. Your inspection station should include a tire spreader and a good shop light.

Select a spot on the tread and mark it with a tire crayon. This will be your starting point for inspection. Rolling the tire toward you, carefully examine the tread, marking any irregularities you may see, until you have worked your way back around to the crayon mark. Next, inspect each sidewall in the same careful manner, again marking any abnormalities. Do the same thing with the bead areas and the inside of the tire. To protect your hands, use a shop rag or a glove to "feel" the inner liner. Sometimes, a puncturing object you cannot see may "snag" the fabric of a shop rag, revealing the location of a foreign object. The shop rag also prevents your hands and fingers from being "snagged" as well. Do not make any comments or decisions about the condition of the tire until you have completed the inspection.

Explaining your findings:

If the tire condition is covered by the warranty.

Explain the warranty and if necessary show the consumer the warranty booklet that describes how the replacement charge will be determined. In the case of a *pro rata* charge, explain that the credit is based on the unused percentage of the original tread, and that the charge is for the percentage used. The procedures for calculating adjustments begin on page 10 of this manual.

If the tire condition is not covered by the warranty:

Begin by explaining that the warranty covers those things which the manufacturer can control, i.e., the workmanship and materials that go into making the tire. It does not cover those things which the manufacturer cannot control, such as punctures, impact damage, underinflation/overinflation, etc. Again, you may want to show the consumer the section of the warranty brochure that addresses, "What is Not Covered." Whenever possible, show the consumer the "evidence" on the tire that indicates what caused the damage. Do not blame the consumer for the damage. (See "Good ways to present bad news.")

In some cases, even when a tire is not warrantable, you may wish to offer a "goodwill" concession. Guidelines for Goodwill are presented on page 9 of this manual.

If you cannot determine what caused the tire to come out of service...

There will be times when, based on your examination alone, you cannot determine why a tire came out of service. On these occasions, it is sometimes helpful to examine the other tires on the vehicle. For instance, a tire that has been run severely underinflated is presented to you in shreds. You perform a thorough, professional tire inspection, yet there is not enough "evidence" left on the tire to tell you what caused it to slowly lose air. Before you say anything to the consumer, ask to inspect the vehicle. The other tires on the vehicle may provide some clues.

By checking the air pressures of the other tires, you may find that the remaining tires show evidence of underinflation, punctures or plug repairs. Since all 4 tires have been in the same place (that is, on the vehicle) you now have some evidence that can explain what may have happened to the tire that was destroyed. Furthermore, you may also find that the consumer really needs two or three or even four tires and not just a replacement for the one tire that became unserviceable. If the other tires also exhibit evidence of impact or puncture damage, you have a strong argument for selling the consumer your dealership's road hazard protection plan, if you offer one.

WHAT WE SAY VS. WHAT WE MEAN:

Certain words and phrases that are commonly used in the tire industry are better left out of conversations with consumers. The four that seem to create the most misunderstanding are:

Run-flat
Impact break
Defect
Road hazard

What is a “run-flat?”

When a consumer hears this term, he may assume you are accusing him of driving on a tire after all air pressure had been lost. Usually, this is not the case. In fact, what is often called a “run flat” is the result of prolonged use in an underinflated condition.

Often, when the tire is torn or shredded, it may be impossible to determine what caused the initial air loss. The consumer is convinced that the tire “suddenly blew.” This is probably the most difficult condition for a dealer to explain to a consumer. If you cannot identify the initial cause of the air loss, some “indicators” that might be present in “run flat” situations are:

- Rubber dust, indicating a slow deterioration of the inner liner due to excessive heat buildup from long term underinflation. This helps to explain to the consumer that the underinflation didn’t come on suddenly, but over a period of time.
- A bluish-black “heat ring” on the inner liner, which indicates over-flexing of the casing cords in the sidewall area, again due to underinflation over a period of time.

In any case, the “run-flat” describes an outcome, not a cause. Because it implies, “YOU ran the tire flat!”, it is a description to be avoided when talking to consumers.

Impact Break

When used by tire professionals, this term usually means a severe impact has caused a break in one or more of the radial casing cords. In some cases, the evidence of impact damage can be seen, not only on the tire, but on the wheel as well. If you see a bent or chipped wheel, you may want to point it out to the consumer and mark the location of the damage prior to demounting the tire. If the damage to the wheel is in the same location as internal damage to the tire, you can use this evidence in explaining “impact damage” to the consumer.

Defective vs. Warrantable

Most tire warranties contain language stating that the warranty covers the product against defects in workmanship and materials for a specified period of time. Therefore a “defect” is the only warrantable condition. However, when replacing a tire under the terms of the warranty, it is best to say, “The tire is warrantable.” rather than, “The tire is defective.”

The first statement is a positive one. It puts you, the dealer, in the position to stand behind the product you sell and fully administer the manufacturer’s warranty. The latter statement is negative. It puts the dealer in the position of defending the manufacturer or worse, bad-mouthing the manufacturer from whom he bought the product. It is always easier to deal with a consumer from a positive point of view.

Road Hazard

This common term is just too broad to have much meaning. If a tire suffered impact damage, say impact damage. If the tire came out of service due to a puncture, say puncture.

GOOD WAYS TO PRESENT BAD NEWS:

Nobody likes to be blamed. Phrases such as...

- “YOU hit something;”
- “YOU picked up a nail in the tread;”
- “YOU plugged the tire;”
- “YOU ran the tire underinflated;”

are usually received as inflammatory or accusatory and only serve to aggravate an already unhappy situation. Such statements imply that the consumer’s ignorance or negligence caused the problem. Instead, try to use neutral language when describing the nature of the tire damage. For example:

- “The tire suffered a severe impact;”
- “A small puncture in the tread caused the tire to slowly lose air;”
- “An improper repair failed and caused a gradual air loss;”
- “The tire ran underinflated for an extended period of time;”

Such statements are neutral. They don’t accuse anyone of doing anything wrong. They simply state the facts, based on the evidence at hand. Neutral language also makes it much easier to explain the causes of tire damage without implying bad driving, bad maintenance or bad tires.

It is up to you to provide a clear and reasonable explanation to the consumer as to why the tire came out of service and why it is or is not covered by the manufacturer’s limited warranty.

From time to time, a dealer may find it advantageous to assist a consumer with an adjustment, even when it is clear that the tire does not present a warrantable condition. These “goodwill concessions” can be a valuable tool in gaining consumer satisfaction and winning the consumer’s continued patronage for many years to come. For “Goodwill” to be “Good Business”, it must be fair to the consumer, the dealer and the manufacturer.

Offering goodwill concessions should never become a matter of routine, but MNA will participate in goodwill concessions that are offered under the following guidelines:

Guidelines for Goodwill

As a rule of thumb, goodwill should meet the consumer half way, offering half of what the consumer would have received in an actual warranty adjustment. For example, let’s say a tire presented for warranty claim measures 30% worn. The full retail price of a new replacement tire is \$100.00. If a warrantable condition brought the tire out of service, the adjusted cost to the consumer would be 30% of the retail price or \$30.00. Suppose, however, that the tire was not warrantable. The dealer owes the consumer nothing under the warranty, but may want to offer the consumer a “goodwill concession.”

MNA will participate in goodwill concessions offered by a dealer when:

- No more than 30% of the tread is worn
- The dealer’s offer of “goodwill” meets the consumer “half way” on the remaining usable treadwear.
- The tire is NOT covered by a dealer’s road hazard or any other protection plan.

The calculation for MNA’s participation in a goodwill concession would be:

$\% \text{ of tread worn} + (1/2 \times \% \text{ of remaining tread}) \times \text{actual retail price} = \text{replacement for tire only}$

In our example, the calculation would be: $30\% + (1/2 \times 70\%) \times \$100.00 = \$65.00$

A table for calculating the goodwill charge to the consumer is located on page 21 of this manual. No service allowance will be credited for these dealer-initiated “goodwill concessions.”

MNA allows its direct dealers/distributors to make goodwill concessions under the conditions explained above. If you are an associate or sub-dealer, consult your distributor for its policy on administering these guidelines for goodwill.

CALCULATING THE ADJUSTMENT CHARGE

Workmanship and Materials Claims

No Charge Adjustments

A tire which becomes unserviceable due to a workmanship or materials condition, before 2/32nds of an inch of tread is worn (or 25%, whichever is more beneficial to the consumer) and within 12 months of the date of purchase will be replaced free with a comparable new tire of the same brand. The cost of mounting and balancing the tire is included. The cost of any other service charges and applicable taxes is to be paid by the consumer.

30-Day Satisfaction Guarantee

Adjustments for tires returned under 30-Day Satisfaction Guarantee will be calculated as a no charge adjustment.

Pro Rata Adjustments

1. Using a tread depth gauge, measure the remaining tread on the tire presented for adjustment. Be sure you take at least 3 readings at various locations across the tread to arrive at an “average” tread depth.
2. The original tread depth of the tire being adjusted can be found on the appropriate data page. If you do not have this publication, use the tread depth of the new replacement tire you will provide to the consumer as the original tread depth from which to base your *pro rata* calculation.
3. Compare the original tread depth with the tread depth of the worn tire using the chart on page 20 of this manual. This will give you the percentage of usable tread worn.
4. Multiply the dealer’s current selling price or the published adjustment base price (whichever is lower) by the percentage of usable tread worn. This is the amount you will charge the consumer for the tire.

Example: A tire has 9/32nds of an inch of tread depth remaining. The tire comes originally with 12/32nds. Consulting the Treadwear Chart on page 20, you find that the tire is 30% worn. The current published base price is listed as \$185.00, but your current selling price is \$143.15. In this case you would multiply:

Current selling price x Percentage of wear = Replacement charge for tire only

or

\$143.15 x 30% = \$42.94

plus mounting/balancing and other service charges/taxes

Temporary Spares

A temporary spare tire, which becomes unserviceable due to a workmanship or materials condition, before 1/32nd of an inch (0.8 mm) of the original tread is worn, will be replaced free of charge including mounting and balancing. Any other service charges and applicable taxes are payable by the consumer. When more than 1/32nd of an inch of the original tread is worn, but less than 2/32nds of an inch (1.6 mm), the tire will be replaced at 50% based on the dealer’s current selling price or the current published base price of the tire, whichever is lower. The cost of mounting and balancing and any other service charges and applicable taxes is payable by the consumer.

Treadwear (Mileage) Claims

A tire meeting the conditions for a mileage warranty replacement (which is worn evenly across the tread down to the treadwear indicators, i.e. 2/32nds of an inch treadwear remaining) within 6 years of the date of purchase and before delivering the warranted mileage, will be replaced with a comparable new tire of the same brand, based on mileage received. Determine the charge to the consumer by multiplying the percentage of mileage delivered by the dealer’s current selling price or the published base price of the tire, whichever is lower. The cost of mounting, balancing and any other dealer services and applicable taxes is payable by the consumer.

CALCULATING THE ADJUSTMENT CHARGE (CONT'D)

1. Determine the mileage received by using the odometer reading of the vehicle at the time of replacement and subtracting the odometer reading at the time of purchase (see consumer's original tire invoice and tire installation/rotation documents.)
2. Refer to the Mileage Warranty Calculation Chart on page 22 of this manual to determine percentage of mileage received.
3. Multiply the percentage of mileage received by the dealer's current selling price or the published base price, whichever is lower, to determine the charge to the consumer.
4. Mileage warranty claims must be accompanied by documentation showing when and at what vehicle mileage the tires were mounted and documentation that the required tire rotation schedule was maintained.

Example: A tire has a manufacturer's treadwear warranty for 80,000 miles and a published base price of \$85.00. The dealer's current selling price is \$80.00. The tire was mounted on a vehicle when the vehicle's odometer indicated 30,000 miles. The tire is evenly worn to 2/32nds and the vehicle odometer now shows 80,000 miles. All warranty criteria for documentation and tire rotation have been met.

Therefore the total mileage received by the consumer was 50,000. The Mileage Warranty Calculation Chart on page 22 indicates the tires delivered 63% of the warranted mileage. In this case, you would multiply:

$$\begin{aligned} \text{The current selling price of the tire} \times \text{the \% of mileage received} &= \text{Replacement charge for tire only} \\ \text{or} \\ \$80.00 \times 63\% &= \$50.40 \end{aligned}$$

Note: Mounting/balancing and applicable taxes are to be paid by the consumer.

When the tire is returned to the inspection center, it will be examined to verify that it is covered by the warranty. Only tires that are worn evenly will be approved for mileage adjustment credit.

Note: Some vehicle manufacturers provide warranty coverage over and above what is provided by the tire manufacturer.

When In Doubt...

For most situations, dealers can file warranty claims simply by following the procedures in this manual and submitting a completed claim form and tires. However, if you have any questions or would like to consult a Consumer Care Representative before accepting or rejecting a warranty claim, call:

<u>Brand</u>	<u>Toll-free number to call</u>
Michelin	1-800-847-3435
BFGoodrich	1-877-788-8899
Uniroyal	1-877-458-5878

Please be prepared to give the DOT number(s) of the tire(s) in question, the tread depth(s) and a detailed condition report on the tire(s).

COMPLETING THE CLAIM FORM

Nobody likes paperwork! MNA has developed a multi-purpose form that can be used to assist you in completing 6 different tire claim functions:

1. Workmanship/Materials - Claims for tires considered warrantable for workmanship or materials. This will include New Unsaleable Returns. Dealer should indicate "reason for removal" as new un-saleable return and should document dealer name, address and signature under Owner Information and Certification.
2. MNA Mileage - Claims for tires that did not deliver the warranted mileage.
5. Other - For "Goodwill Concessions" only, i.e., claims not covered by the warranty, but submitted by the dealer under the guidelines for Goodwill given on page 9 of this manual.
6. Ride/Vibration – Claims for tires that exhibit ride/vibration issues must bear an authorization code provided by a MNA Consumer Care Representative.
7. MNA Consumer Care - Other claims requiring the involvement of MNA Consumer Care. These claims must bear an authorization code obtained from an MNA Consumer Care Representative.
8. The Michelin 30-Day Satisfaction Guarantee. These claims must bear an authorization code obtained from an MNA Consumer Care Representative.

*Claim Types 3 and 4 have been eliminated. Any damage in transit NOT documented at time of delivery, please contact your MNA Sales Rep or Account Manager for assistance.

In most cases, you will be using this form to assist a consumer requiring warranty service. To assist in quickly and accurately completing this necessary document, we suggest you have the consumer sign the form and complete the name, address, telephone number, email address, make of vehicle, etc. while you install the replacement tire(s). That way, you're sure to get the necessary consumer information and provide warranty service as quickly as possible.

The warranty claim form is the document used to process a consumer's warranty claim. In order for MNA to provide prompt credit to our authorized dealers, accurate completion of the warranty claim form is essential. Inaccurate or incomplete claim forms cannot be processed. In the event that MNA is unable to verify consumer information indicated on any claim forms submitted, credit for the adjustments will not be issued. If credit has already been issued when the discrepancy is discovered, the credit will be reversed. In addition, abuse of the warranty program may result in reversal of credits and/or termination of the authorized dealership agreement.

The dealer handling the adjustment is responsible for filling out the Warranty Claim Form properly and obtaining the consumer's signature. A sample claim form is provided on page 13 of this booklet, with detailed instructions for completing the claim form below. (For National Account adjustment transactions, see the National Account Manual.)

All claims must be submitted on the current, multi-brand MNA Passenger and Light Truck Tire Limited Warranty Claim Form. Forms must be complete and legible for processing. The numbered items match the key number on the sample form. Fill in the information specified for each item.

**AREAS SHADED IN YELLOW ON THE FRONT OF THE FORM ARE REQUIRED FIELDS.
FAILURE TO COMPLETE ALL OF THIS INFORMATION MAY RESULT IN A DENIED CLAIM!**

1. **Date of Claim** – Date of adjustment transaction.
2. **Owner Information** – Name, address, zip code, telephone number, e-mail address and signature of the consumer receiving warranty service and date of the warranty adjustment. **NO CLAIM WILL BE PROCESSED WITHOUT COMPLETE CONSUMER INFORMATION AND SIGNATURE.**
3. **Vehicle Information** – Year, make and model of the vehicle from which tire was removed. If the vehicle has a split fitment (different front and rear tire size), indicate YES under "Split Fitment" and make sure you include the wheel position under number 18 below. Failure to complete this information could result in denial of claim.
4. **VIN** – 17-digit Vehicle Identification Number.

COMPLETING THE CLAIM FORM (CONT'D)

5. **New Tire Size/Description Installed** – Sidewall designation of tire taken from inventory and installed on consumer's vehicle.
6. **MSPN of New Tire** – The 5-digit MNA product number for the tire being installed. **This number is on the new tire label and is a required field. If not entered, your credit will be calculated based on the tire removed.**
7. **Current Retail Price** – The price the tire being installed would have sold for had it been strictly a retail sale.
8. **Tires Originally Obtained** – Indicate whether Original Equipment on the vehicle or Replacement tire.
9. **Date of Purchase** – Date tire being removed was originally purchased.
10. **Removed Tire Mileage** – Mileage provided by the tire being removed. This is the difference between the odometer reading when the tire was installed and the odometer reading when the tire was removed.
11. **Retail Invoice Number or Work Order Number** – The dealer's invoice number (retail ticket, transaction, work order, etc.) for the sale of replacement tire.
12. **Direct Dealer Branch** – A dealer who has a direct billing relationship with MNA and is responsible for providing warranty service to the consumer OR authorized dealer who will pass credit back to an indirect/associate dealer or servicing retailer who provided warranty service. The direct dealer's 7-digit ship-to number is a required field and should be written in the spaces provided within the address block to ensure proper credit for the warranty transaction.
13. **Indirect/Associate Dealer** – A dealer who does not have a direct billing relationship with MNA for the brand being installed. The 7-digit Associate Account Number is **only** required when this dealer is providing warranty service, and it should be written in the spaces provided within the address block. You must also include the 7 digit ship to number of the direct dealer listed under #12 to ensure proper credit.
14. **Servicing Tire Retailer** – Tire Dealer responsible for providing warranty service to the consumer (where the replacement transaction occurred.) You must include the 7 digit ship to number of the direct dealer listed under #12 to ensure proper credit.
15. **Type of Claim** – This form may be used for 6 different types of claims. For each tire being adjusted, enter the number that describes the type of claim being made. You may have more than one type of claim on a form, but each form can represent only one brand of tires and only one consumer. Refer to the Warranty Claim Procedure Manual for complete descriptions of all claim types.
16. **DOT Number of Tire Removed** – Write in the complete DOT number for each tire removed.
17. **MSPN for Returns** – Enter the MSPN of tire being returned.
18. **Wheel Position** – Refers to the tire being removed.
19. **Tread Depth** – Refers to the tire being removed.
20. **% Charge to Consumer** – Refers to replacement tire being installed.
21. **\$ Charge to Consumer** – Refers to replacement tire being installed.
22. **Reason for Removal/Return** – Briefly describe why tire was removed from service.
23. **Michelin 30-Day Satisfaction Guarantee** – All type 8 claims require an authorization code. Proof of purchase will be required to ensure the proper handling of our 30-Day Guarantee.
24. **Dealer Certification** – Signature of the dealer providing warranty service.
25. **Processing Authorization***

*Claim type 6 – Only one tire (at no charge) can be returned without an authorization code. More than one tire (or a pro rated adjustment charge) requires an authorization code.

*Claim type 7 – All type 7 claims (MNA Consumer Care) require an authorization code.

*Claim type 8 – All type 8 claims (Michelin 30-Day Satisfaction Guarantee) require an authorization code. Proof of purchase will be required to ensure the proper handling of our 30-Day Guarantee.

*An authorization code can only be obtained by calling the appropriate Consumer Care Dept. For

Michelin call 800-847-3435, for BFGoodrich call 877-788-8899 and for Uniroyal call 877-458-5878.

(Rev. 01/11)



FILL OUT COMPLETELY
AREAS SHADED IN YELLOW ARE REQUIRED FIELDS

Michelin North America, Inc.

BAR CODE AREA

1

DATE OF CLAIM		
MONTH	DAY	YEAR

PASSENGER & LIGHT TRUCK TIRE LIMITED WARRANTY CLAIM FORM

XXXXXXXXXX

OWNER INFORMATION AND CERTIFICATION

NAME OF OWNER
2

ADDRESS

CITY/STATE/ZIP

TELEPHONE NUMBER
HOME () WORK ()

E-MAIL

I hereby certify that to the best of my knowledge the foregoing statements are correct, that I am the owner of the product(s) presented for claim and that the product(s) described was (were) not involved in any accident, personal injury, consequential damage or other loss. I accept this adjustment in lieu of all further claims. I understand that the product(s) returned for replacement become the property of Michelin North America.

I further certify that the condition of the product(s) for which this claim is submitted is not covered by any other mileage, road hazard, or other warranty or protection plan purchased from or provided by the selling Dealer at the time of, or subsequent to, original purchase.

OWNER'S SIGNATURE DATE
X

VEHICLE / TIRE INFORMATION

YEAR	MAKE	MODEL	SPLIT FITMENT
3			

VIN (Vehicle Identification Number)
4

NEW TIRE SIZE AND DESCRIPTION INSTALLED	MSPN OF NEW TIRE
5	6

DESCRIPTION

CURRENT RETAIL PRICE
7

Tires Originally Obtained: 8
 ORIGINAL EQUIPMENT REPLACEMENT 9

DATE OF PURCHASE For REMOVED TIRE MILEAGE
Mileage Warranty: 10

RETAIL INVOICE NUMBER OR WORK ORDER NUMBER
11

DEALER INFORMATION

DIRECT DEALER BRANCH	MNA SHIP TO NUMBER	INDIRECT/ASSOCIATE DLR NAME	SHIP TO # (AAN)	SERVICING TIRE RETAILER NAME
12		13		14

STREET ADDRESS CITY/STATE/ZIP

WARRANTY RETURN INFORMATION

TYPE OF CLAIM: 1 WORKMANSHIP/MATERIAL, 2 MNA MILEAGE WARRANTY, 5 OTHER, 6 * RIDE / VIBRATION, 7 * MNA CONSUMER CARE, 8 * MICHELIN 30-DAY SATISFACTION GUARANTEE 23

* See "Authorization Requirements" on back of form.

LINE #	TYPE OF CLAIM	DOT NUMBER(S) OF TIRE(S) REMOVED	MSPN OF TIRE(S) BEING RETURNED	WHEEL POS	TREAD DEPTH	% CHARGE TO CONSUMER	\$ CHARGE TO CONSUMER	REASON(S) FOR REMOVAL / RETURN
1	15	16	17	18	19 /32	20 %	\$ 21	22
2					/32	%	\$	
3					/32	%	\$	
4					/32	%	\$	
5					/32	%	\$	
6					/32	%	\$	

DEALER CERTIFICATION

I hereby certify that to the best of my knowledge the foregoing statements are correct.

I further certify that the condition of the product(s) for which this claim is submitted is not covered by any other mileage, road hazard, or other warranty or protection plan purchased from or provided by the selling Dealer at the time of, or subsequent to, original purchase. I further understand that should Michelin North America learn of any other warranty or protection plan being applicable, it will, at its sole discretion, reject this claim or charge back any and all credits resulting from the processing of this claim.

DEALER'S SIGNATURE DATE
24

PROCESSING AUTHORIZATION

The insertion of an authorization code received from MNA, is for the sole purpose of authorizing the processing of this claim. It is not a certification or verification of the claim's validity. Should subsequent verification of the information contained herein indicate that any information is fraudulent or incorrect, MNA will, at its sole discretion reverse any credits resulting from the submission of this claim and take any other remedial action it deems appropriate.

AUTHORIZATION CODE DATE
25



AUTHORIZATION CODE PROCEDURE

Any time a **claim type 6** (Ride/Vibration) for more than one tire (within the no-charge period of coverage) or **claim type 7** (MNA Consumer Care) or a **claim type 8** (30 Day Satisfaction Guarantee) is made, the form must have an authorization code. These codes must be provided by an appropriate MNA Consumer Care Representative. For Michelin, dial 1-800-847-3435. For BFGoodrich, dial 1-877-788-8899, and for Uniroyal, dial 1-877-458-5878. Please be prepared to discuss the condition of the tire, its size, tread design, DOT number, and mileage prior to coming out of service.

DISCONTINUED TIRES, NO REPLACEMENT AVAILABLE

Due to product line changes, consumers may present discontinued tires for warranty adjustment and the exact replacement tire may not be available. In such cases, a suitable replacement would be a comparable tire of the same brand, having approximately the same price. Questions about the compatibility of a replacement tire should be directed to an MNA Consumer Care Representative: (1-800-847-3435 for Michelin, 1-877-788-8899 for BFGoodrich, 1-877-458-5878 for Uniroyal).

RETURNING TIRES FOR INSPECTION

This Process is for Direct Dealers and Distributors. Associate and Non-Direct Customers must follow a process determined by their supplier.

MNA will pay freight charges for tires sent to our inspection centers when the dealer ships a minimum of 25 tires freight collect. The dealer may combine MICHELIN®, BFGoodrich® or Uniroyal® brand tires manufactured by MNA, in accumulating the required number of tires.

MNA will pay freight charges for shipments of fewer than 25 tires once every 30 days if shipped freight collect.

- On each tire, please mark the location of the warrantable condition using a paint stick or tire crayon.
- To better serve you, each claim form has 6 self adhesive labels affixed to the back page of the form. These labels will serve as a means of matching the tire(s) and claim form(s) at the inspection center. It may also serve as a shipping label if the inspection center address (see page 19) is written in the space provided. **Discard any unused stickers.** Once you have completed the claim form, put one label on the sidewall of each tire near the DOT marking. Please be sure the label is secure by taping over it with clear packing tape. **Discard any unused stickers.**
- To further assist in the identification of your tires, we strongly recommend **coding each tire in the shipment with a stripe of spray paint or some other clearly identifiable mark.** This will enable the inspection center to group incoming tires by dealer when tires from several dealers are on the same trailer.
- Make sure your bill of lading indicates the number of tires in the shipment and how they are identified (i.e. red stripe, white x, etc.). It is essential that the following description be used:

Scrap Rubber Tires, Item 157235, Class 60.

Note - Actual value not exceeding \$1.00 per pound.

- **Important:** Adjusted tires and claim forms must be received by the appropriate inspection center within six months of the date of adjustment, as indicated on the warranty claim form. Credit will not be issued for claims received **over six months after the transaction.**
- **Adjustment tires must be shipped using an MNA authorized carrier.**

SUBMITTING CLAIM FORMS

This Process is for Direct Dealers and Distributors. Associate and Non-Direct Customers must follow a process determined by their supplier.

- Place the white copies of the claim forms in a heavy-duty mailing envelope and mail to the appropriate Inspection Center designated for your state (see page 19). To further assist in matching your forms to the tires, **please include a copy of the tire shipment bill of lading with your claim forms.**
- **To ensure timely processing, mail the claim forms on the same day as you ship the tires.**
- We strongly recommend identifying the mailing envelope containing your claim forms with the exact same color stripe or marking used to identify your tires.

ADJUSTMENT CHECKLIST

1. Does each tire have a label that matches the claim form on which it is listed?
2. Have you used a paint stick/tire crayon to mark the area of the damaged/warrantable condition on each tire?
3. Are all the required sections on each claim form completed?
4. Did you, as the dealer, sign each form?
5. Did the consumer receiving service sign each form? A consumer signature is required for processing all claims.
6. Did you include a copy of the bill of lading in the mailing envelope with the claim forms?
7. Did you designate your tires with an identifying mark (such as a stripe of spray paint, X-mark or some other identifier)?
8. Did you indicate on the bill of lading how the tires are marked. (i.e. 25 tires with yellow stripe on tread)?
9. Have you contacted an MNA authorized carrier to ship your tires to the inspection center? If you do not know the name of the authorized carrier in your area, call your MNA Customer Service Representative at 1-800-847-8475.
10. PLEASE DO NOT SEND THE CLAIM FORMS WITH THE TIRE SHIPMENT. SEND CLAIM FORMS BY MAIL.

CREDITING THE DEALER

Direct Dealers/Branch

Credit for adjusted tires will be applied to the bill-to account of those dealers who have a direct billing relationship with MNA for purchasing MICHELIN®, BFGoodrich®, and Uniroyal® tires. When completing the claim form for a brand you purchased directly from MNA, you must include your seven digit ship-to number. The space provided for this is within your address box. A dealer can be credited by MNA only for those tires he is authorized to buy directly from MNA.

The credit returned is based on the dealer's acquisition price **for the replacement tire** on the date of the claim, plus the handling allowance, minus the price charged to the consumer. (Tire only, excluding applicable taxes and disposal fees, etc.)

Rejected Tires

Tires rejected for credit will appear on the direct dealer's credit memo with a "0" value and will also appear on a separate document called the "Report on Claims." It is the responsibility of the direct dealer/distributor to communicate with the associate/sub-dealer regarding the status of any claim.

Only with prior written request from the dealer will tires that are rejected for credit be returned. Unless this request is received prior to the tires being returned to the Inspection Center, those tires will be scrapped.

Indirect/Associate/Servicing Tire Retailer

Credit for adjusted tires originally purchased from a distributor will be passed to the distributor. It is the distributor's responsibility to set policies regarding how these credits are returned to their Servicing Tire Retailer. Some Direct Dealers require their Associate to return adjustment tires and claim forms to them and not directly to an MNA inspection center. Please consult your Direct Dealers for instructions on how to return adjustment tires and claim forms.

MNA IS NOT RESPONSIBLE FOR PASSING CREDITS TO DEALERS WITH WHOM IT DOES NOT HAVE A DIRECT BUSINESS RELATIONSHIP. IT IS THE ASSOCIATE/SERVICING RETAILER RESPONSIBILITY TO CLEARLY INDICATE ON THE CLAIM FORM THE DIRECT DEALER BRANCH FROM WHOM THE TIRES WERE PURCHASED AND TO WHOM THE CREDIT SHOULD BE PASSED.

WITHOUT THIS INFORMATION, MNA CANNOT CREDIT THE DIRECT DEALER/BRANCH AND IN TURN THE INDIRECT/ASSOCIATE DEALER CANNOT CREDIT THE SERVICING TIRE RETAILER.

MOUNTING AND BALANCING CREDITS

For no-charge adjustment claims, the direct dealer/distributor will be credited the acquisition price of the replacement tire, a service allowance, and a mounting and balancing allowance. The dealer will charge the customer his usual and customary mounting and balancing fee for all adjustments other than no-charge adjustments, in accordance with the terms and conditions of the limited warranty. Direct dealers/distributors must establish their own policies for passing service allowances (and mounting and balancing allowances, if applicable) to their associate/sub-dealers. MNA is not responsible for these policies.

CONSUMER SATISFACTION SURVEYS

As part of our continuing effort to improve service to consumers, it is important that we know how responsive we are to their needs. Accordingly, MNA randomly conducts ongoing Consumer Satisfaction Surveys of consumers who have received adjustments. These surveys are based on the claim forms submitted by authorized dealers. Consumers will be provided a photocopy of the claim for verification. It is important, therefore, that all claim forms submitted bear a clear and legible consumer name, address and signature.

GOVERNMENT WARRANTY CLAIMS

Passenger and light truck tire claims for Military Exchanges, Government Contracts or Non-Profit Educational Organizations are processed as normal warranty claims using the standard MNA claim form. For other government agencies, use the National Account and Government Warranty claim form for all passenger and light truck tire claims. If additional information is required, contact an appropriate MNA Consumer Care Representative.

DAMAGE/INJURY CLAIMS

If a tire came out of service and allegedly caused vehicle damage or personal injury, the tire in question could become a part of a product liability claim.

DO NOT PROVIDE ANY WARRANTY SERVICE FOR A TIRE ASSOCIATED WITH DAMAGES OR INJURIES.....Gather basic information such as the name, address and telephone number of the consumer, where (i.e., city, state, highway) the tire came out of service, and as much information as possible about the type of tire, nature of damage/injury and current location of the tire. Contact Consumer Care (Michelin 1-800-847-3435; BFGoodrich 1-877-788-8899; and Uniroyal 1-877-458-5878), while the consumer is there make sure to have the consumer retain the tire.

Do not attempt to obtain police reports or take statements other than the basic information listed above. Do not make statements concerning the condition of the tire or what the manufacturer may and may not do. Do not dispose of the tire.

In some instances, we may request you to provide us with a preliminary inspection of why the tire came out of service so that we can advise the consumer as to what his next steps should be.

DESIGNATED INSPECTION CENTERS

Adjustment tires shipped from:

Alabama	Missouri
Arkansas	Nebraska
Connecticut	New Hampshire
Delaware	New Jersey
District of Columbia	New York
Florida	North Carolina
Georgia	North Dakota
Illinois	Ohio
Indiana	Oklahoma
Iowa	Pennsylvania
Kansas	Rhode Island
Kentucky	South Carolina
Louisiana	South Dakota
Maine	Tennessee
Maryland	Texas
Massachusetts	Vermont
Michigan	Virginia
Minnesota	West Virginia
Mississippi	Wisconsin

Should be shipped to:

Michelin North America, Inc.
Inspection Center
20 Downing Dr.
Phenix City, AL 36869

Adjustment tires shipped from:

Alaska
Arizona
California
Colorado
Hawaii
Idaho
Montana
Nevada
New Mexico
Oregon
Utah
Washington
Wyoming

Should be shipped to:

Michelin North America, Inc.
Inspection Center
8675 Rochester Avenue, Suite B
Rancho Cucamonga, CA 91730

If you do not know the assigned common carrier for returning inspection tires from your area, please call MNA Customer Service at 1-800-847-8475.

Only tires eligible for adjustment should be sent to Inspection Centers. **If more than 10% of any shipment is ineligible for adjustment, the *pro rated* freight and scrap charge may be charged back to the dealer.**

PASSENGER AND LIGHT TRUCK TREADWEAR CHART (Do Not Use Temporary Spare Tires)

ORIGINAL TREAD DEPTHS

Tread Depth Remaining (32nd in.)	9	10	11	12	13	14	15	16	17	18	19	20	21	Tread Depth Remaining (32nd in.)
2	100	100	100	100	100	100	100	100	100	100	100	100	100	2
3	85	85	85	90	90	90	90	90	90	90	90	90	90	3
4	70	70	75	80	80	80	80	85	85	85	85	85	85	4
5	55	60	65	70	70	75	75	75	80	80	80	80	80	5
6	40	50	55	60	60	60	65	70	70	75	75	75	75	6
7	NC 25	35	40	50	55	55	60	60	65	65	70	70	70	7
8	NC 10	NC 25	30	40	45	50	50	55	60	60	60	65	65	8
9	NC 0	NC 10	NC 20	30	35	40	45	50	50	55	60	60	60	9
10		NC 0	NC 10	NC 20	NC 25	30	35	40	45	50	50	55	55	10
11			NC 0	NC 10	NC 15	NC 25	30	35	40	45	45	50	50	11
12				NC 0	NC 5	NC 15	NC 20	NC 25	30	35	40	40	45	12
13					NC 0	NC 5	NC 15	NC 20	NC 25	30	35	35	40	13
14						NC 0	NC 5	NC 10	NC 20	NC 25	NC 25	30	35	14
15							NC 0	NC 5	NC 10	NC 15	NC 20	NC 25	30	15
16								NC 0	NC 5	NC 10	NC 15	NC 20	NC 25	16
17									NC 0	NC 5	NC 10	NC 15	NC 20	17
18										NC 0	NC 5	NC 10	NC 15	18
19											NC 0	NC 5	NC 10	19
20												NC 0	NC 5	20
21													NC 0	21

% Charged to Consumer

Covered tires have 2/32nds tread depth indicators molded into all highway tires in accordance with U.S. Department of Transportation requirements. When worn to 2/32nds or less, these tread wear indicators appear as a smooth band across the tread of the tire in several places. This indicates to the owner that his tire has delivered its full, safe mileage and should be replaced. The above chart shows the percent of wear at each tread depth measurement.

Note: A tire is considered worn out with 2/32" of tread remaining (as shown on the chart). The use of the chart will assist you in calculating replacement charges, which are *pro rated* based on the tire having delivered its full original tread life when worn down to the tread wear safety indicators.

NC - A tire which becomes unserviceable due to a warrantable condition, before 2/32nds of an inch of tread is worn (or 25%, whichever is most beneficial to the user) and within 12 months of the date of purchase will be replaced with a new comparable tire of the same brand at no charge to the consumer. Mounting and balancing of tires is included. The cost of any other service charges and applicable taxes is payable by the consumer.

FOR "GOODWILL" SITUATIONS

Original Tread Depths in 32nds

Tread Depth Remaining (32nds in.)	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21
PERCENTAGE CHARGE TO CONSUMER															
2															
3															
4															
5															
6	60	65													
7	50	55	65	65											
8		50	55	60	65										
9			50	55	60	65	65								
10				50	55	60	65	65							
11					50	55	60	60	65	65					
12						50	55	55	60	65	65				
13							50	55	55	60	60	65	65	65	
14								50	55	55	60	60	65	65	65
15									50	55	55	60	60	60	65
16										50	50	55	60	60	60
17											50	50	55	55	60
18												50	50	55	55
19													50	50	55
20														50	50
21															50

% Charged to Consumer

MILEAGE WARRANTY CALCULATION CHART

Warranty Miles											
Actual Mileage (in 1,000's)	40,000	45,000	50,000	55,000	60,000	65,000	70,000	75,000	80,000	85,000	90,000
2	5	4	4	4	3	3	3	3	3	2	2
4	10	9	8	7	7	6	6	5	5	5	4
6	15	13	12	11	10	9	9	8	8	7	6
8	20	18	16	15	13	12	11	11	10	9	9
10	25	22	20	18	17	15	14	13	13	12	11
12	30	27	24	22	20	18	17	16	15	14	13
14	35	31	28	25	23	22	20	19	18	16	16
16	40	36	32	29	27	25	23	21	20	19	18
18	45	40	36	33	30	28	26	24	23	21	20
20	50	44	40	36	33	31	29	27	25	24	22
22	55	49	44	40	37	34	31	29	28	26	24
24	60	53	48	44	40	37	34	32	30	28	27
26	65	58	52	47	43	40	37	35	33	31	29
28	70	62	56	51	47	43	40	37	35	33	31
30	75	67	60	55	50	46	43	40	38	35	33
32	80	71	64	58	53	49	46	43	40	38	36
34	85	76	68	62	57	52	49	45	43	40	38
36	90	80	72	65	60	55	51	48	45	42	40
38	95	84	76	69	63	58	54	51	48	45	42
40	100	89	80	73	67	62	57	53	50	47	44
42		93	84	76	70	65	60	56	53	49	47
44		98	88	80	73	68	63	59	55	52	49
46			92	84	77	71	66	61	58	54	51
48			96	87	80	74	69	64	60	56	53
50			100	91	83	77	71	67	63	59	56
52				95	87	80	74	69	65	61	58
54				98	90	83	77	72	68	64	60
56					93	86	80	75	70	66	62
58					97	89	83	77	73	68	64
60					100	92	86	80	75	71	67
62						95	89	83	78	73	69
64						98	91	85	80	75	71
66							94	88	83	78	73
68							97	91	85	80	76
70							100	93	88	82	78
72								96	90	85	80
74								99	93	87	82
76									95	89	84
78									98	92	87
80									100	94	89
82										96	91
84										99	93
86											96
88											98
90											100

% Charged to Consumer

NON-WARRANTABLE CONDITIONS

The following examples are provided as the most common non-warrantable conditions. Any tire damage or injury to a tire that is not caused by workmanship/materials is considered non-warrantable.

SIDEWALL INDENTATIONS

CAUSE AND EFFECT

Sidewall indentations can be observed to some degree on almost all radial tires. Consumer concern over this condition can be alleviated by presenting the facts of the matter and following up with a thorough tire inspection. It is important to emphasize to the consumer that this condition is cosmetic only and in no way poses a safety hazard.

HOW RADIAL CONSTRUCTION CREATES INDENTATIONS

In the construction of a radial ply tire, the fabric cord material used in the body plies is lap-spliced together. When the tire is formed, these overlapping splices create slight indentations in the sidewall because the stretching properties of the splices are somewhat less than the rest of the body ply material.

The wider the splice, the more visible the indentation will be. Sidewall indentation will occur with any type of body ply fabric. However, it is most noticeable in polyester-cord radial ply tires. The indentations fall randomly around the tire and can vary from tire to tire in the same size category.

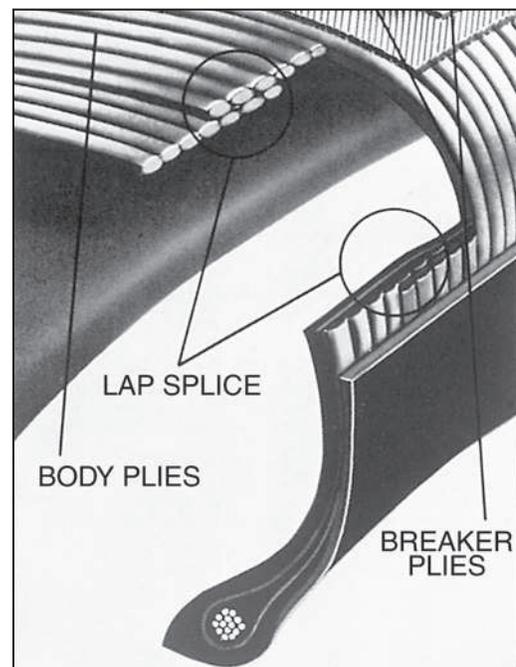
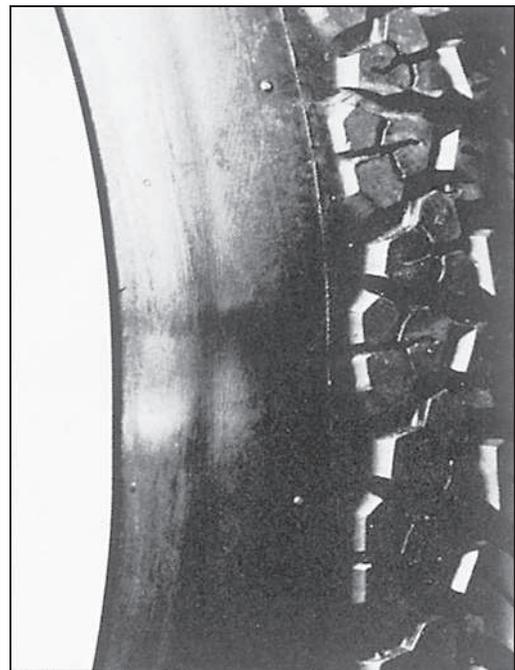
TIRE PERFORMANCE

Contrary to appearances, sidewall indentations have absolutely no effect on tire durability or performance capabilities. Millions of miles of testing and consumer usage have established that sidewall indentations do not in any way compromise a tire's durability, ride, or handling.

Indentations are not bulges; bulges should be examined for cause by a tire professional.

INSPECTING THE TIRE

Tires brought in for sidewall examinations should be inspected by a qualified tire person to assure that their structural integrity and serviceability are still intact. If no indications of conditions are found that should remove the tire from service, the tires should remain in use.



NON-WARRANTABLE CONDITIONS (CONT'D)

ROAD HAZARDS



CARCASS IMPACT DAMAGE

Illustration shows an inside view of a tire that has broken cords caused by severe impact. Overinflation can be a contributing cause in this type of injury since the cords are taut and lose their ability to absorb shock. The impact damage may or may not be visible on the outside of the tire, but will be apparent upon examination of the inside of the tire. This type of injury is not repairable.

BROKEN BEAD



BEAD BROKEN IN MOUNTING

Failure to properly lubricate top and bottom beads may cause the bead to "hang up" during the mounting process. If beads do not seat by 40 psi - STOP - relieve pressure, break down the assembly and start over. Continuous inflation to force seating of the beads may cause the bead to break with explosive force and possible injury to the tire serviceman.

THIS IS NOT A WARRANTABLE CONDITION.

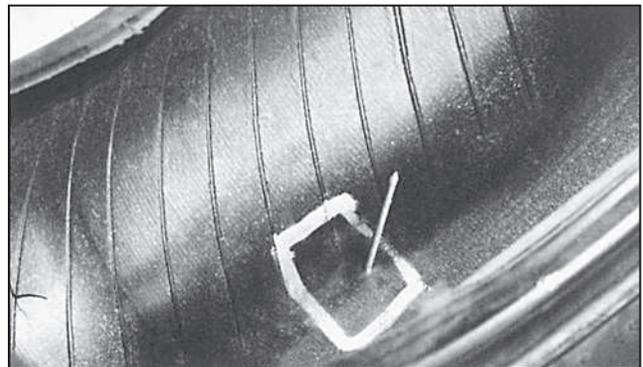
NON-WARRANTABLE CONDITIONS (CONT'D)

ROAD HAZARDS

PUNCTURE

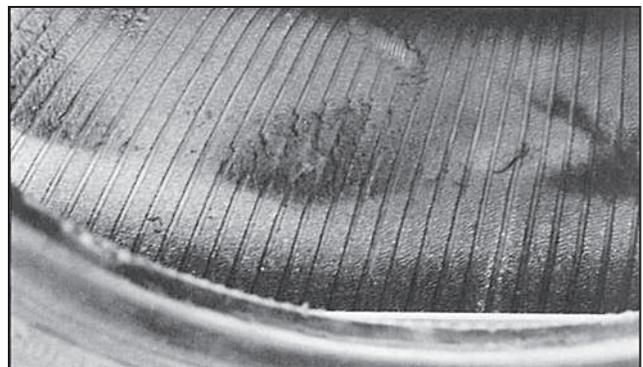
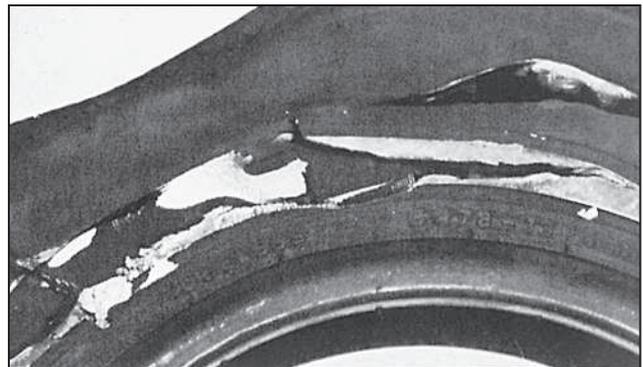
Small nail holes (less than 1/4") in the tread area can be repaired and the tire returned to service. The tire must be removed from the wheel and thoroughly inspected for damage; the repair must be made from the inside of the tire.

Plug-only repairs done on-the-wheel are considered improper and therefore, not recommended. Such repairs are not reliable and may cause further damage to the tire.



RUN UNDERINFLATED OR FLAT

A tire is ruined for further service after running underinflated or flat. Continuing a tire in service after loss of air will cause cord breakdown and complete liner damage. A puncture with a gradual loss of air is most often the cause, and often goes undetected until the tire comes out of service.



NON-WARRANTABLE CONDITIONS (CONT'D)

WEAR CONDITIONS



SHOULDER WEAR

Excessive uneven wear around the shoulder rib(s). This condition can appear at either one or both shoulders. This type of wear is most often caused by underinflation, hard cornering or misalignment, and is not adjustable.



UNEVEN WEAR – MECHANICAL

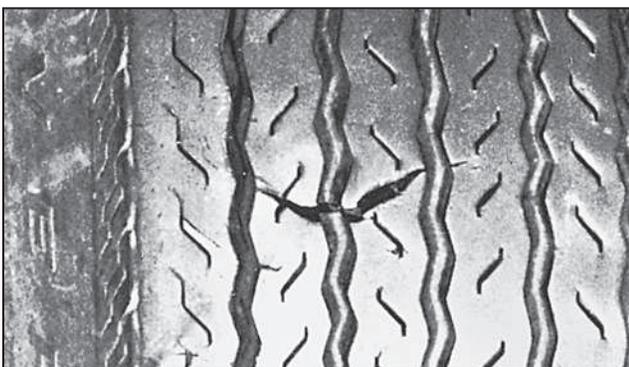
Irregular wear patterns, such as shoulder wear, feathered tread rib edges, cupping, and diagonal wear caused by a mechanical condition, e.g. wheel misalignment, worn or loose bearings, sprung or sagged axle housings. This category also includes irregular wear caused by out-of-balance tire/wheel assemblies. This is not an adjustable condition.

ROAD HAZARDS



CUT OR SNAGGED

Injuries to the sidewall or tread rubber area of the tire (does not penetrate the carcass).



CUT THROUGH CARCASS

Complete penetration through rubber and plies causing tire failure. Do not attempt puncture repairs when the hole is larger than 1/4".

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