



REVISED: 2/03/2006

Date

Name

Address

City, State, ZIP

Dear Michelin Tire Owner:

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

Michelin North America has decided that a defect which relates to motor vehicle safety exists in certain **Michelin® Pilot® Sport 255/35ZR20 97Y Extra Load** tires. Michelin is recalling approximately 6,500 of these tires in the United States and Canada.

**You are receiving this letter because our records indicate that you may have purchased one or more of the recalled tires or that the tires may have come equipped on a Jaguar XJR vehicle that you own.** In an affected tire, the condition is ordinarily noticeable as a blister on the sidewall of the tire. The blister may produce a detectable tire vibration. This condition may result in a rapid loss of air pressure, which could lead to a loss of control and vehicle crash.

**All of the affected tires have Department of Transportation (DOT) tire identification numbers that begin with DOT FHPNEFMX and end with the last two digits of 00, 01, 02, 03 or 05.** DOT codes are found on the inner or outer sidewall of the tire just above the wheel rim and are printed in small type less than half an inch tall. See enclosed illustration. There are no issues with tires outside of these DOT codes.

**These tires must be replaced with new tires.** Replacement tires are available through your Michelin tire dealer or retailer. Please arrange to return your tires to the dealer from whom you purchased them, or to any Michelin dealer to receive a no-charge replacement. If you have paid to have this recall condition corrected prior to this notice, you may be eligible to receive reimbursement. Please see the reverse side of this notice for details.

**If you have any questions about this recall, or if you need assistance in locating a dealer to perform this service, please call Michelin Consumer Relations at 1-800-847-3435.**

If the dealer from whom you purchased the tires fails, or is unable to provide replacement tires without charge, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, DC 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236; (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Commitment to quality and respect for the customer are our highest priorities. Please accept our apology for any inconvenience that replacing these tires may cause.

**Michelin North America**

### **Reimbursement to Customers for Replacement Prior to Recall**

If you have already paid to have your tires replaced due to failures related to this specific 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 tire dealer. The following documentation must be presented to your dealer for reimbursement.

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
- What problem occurred, when the tire was replaced and who replaced it.
- The total cost of the repair expense being claimed.
- Proof of payment of repair (copy of front and back of cancelled check, or copy of credit card receipt).
- Reimbursement will be made by check from the company. If your claim is denied you will receive a letter within 60 days of receipt with the reason(s) for the denial.

**Please speak with your dealer concerning this matter.**

**If you have any questions or concerns about this recall, please call Michelin Consumer Relations at 1 800 847 3435.**

### About the DOT Code and Tire Identification Number

The U.S. Department of Transportation (DOT) markings serve as the tire's fingerprint and signify compliance with U.S. Tire Safety Standards. The DOT code can be found on the sidewall right above the rim printed in small type less than half an inch tall.

Make sure your tire is of the make and model:

**Michelin® Pilot® Sport 255/35ZR20 97Y Extra Load**

Then, look for a DOT code on the sidewall that **begins with FHPNEFMX and ends with 00, 01, 02, 03 or 05** as the final two digits.

If you are having difficulty identifying your tire's DOT code, please ask your local tire dealer to assist you or call **Michelin Consumer Relations at 1 800 847 3435**.

The first two characters FH designate the tire's manufacturer and plant code. The third and fourth characters denote the tire size. The fifth, sixth, seventh and eighth (optional) characters identify the brand as well as other significant characteristics. The final four numbers denote the date the tire was produced with the first two indicating the week and the last two numbers indicating the year (05 indicates the tire was built in 2005).

### DOT MARKING ILLUSTRATION

