



NHTSA Recall Number 15T- 016

August 10, 2015

Subject: SAFETY RECALL NOTICE

Dear MAST Dealer,

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

Michelin North America, Inc., of which BFGoodrich is one of its tire brands, has decided that a defect which relates to motor vehicle safety exists with certain BFGoodrich Commercial T/A All-Season, BFGoodrich Commercial T/A All-Season 2 and BFGoodrich Rugged Terrain T/A tires and are included in this safety recall.

Approximately 104,000 of the recalled tires were sold in the U.S. market. These tires are primarily found on commercial light trucks, as well as full-sized heavy-duty vans, small RVs and some 3/4 and one ton pick-up trucks.

BFGoodrich has observed that a limited number of these tires have experienced a rapid loss of air pressure due to a rupture of the sidewall in the bead area under severe usage conditions. This can result in a potential risk of loss of vehicle control or vehicle crash. At this time there have been no injuries or fatalities reported.

You are receiving this letter because our records indicate that you may have purchased one or more of the recalled tires.

Further, MAST is required to advise you of certain tire dealer obligations, which are detailed on page 5 of this notice.

MAST requests your assistance with identifying, replacing and returning the affected tires.

The chart on page 2 provides the Tire Description, DOT (Department of Transportation) sequence identifier and DOT production periods of the manufacturing populations which contain the recalled tires. 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. See Appendix A.

The recalled tires are:

| Tire Description | Load Range | MSPN | DOT Sequence | DOT Production Periods (inclusive) |
|--|------------|-------|--------------|------------------------------------|
| BFGoodrich Commercial T/A All-Season LT 275/70R18 125/122Q | LRE | 22656 | BE15JD11 | 1814 to 1914 |
| BFGoodrich Commercial T/A All-Season 2 LT 275/70R18 125/122R | LRE | 13934 | BE15DD11 | 0814 to 2115 |
| BFGoodrich Rugged Terrain T/A LT 275/70R18 125/122R | LRE | 05023 | BE150211 | 1414 to 4914 |
| BFGoodrich Rugged Terrain T/A LT 275/65R18 123/120R | LRE | 31847 | BEB90211 | 4114 to 0415 |
| BFGoodrich Commercial T/A All-Season 2 LT 235/80R17 120/117R | LRE | 11616 | BEABDD11 | 2114 to 1515 |
| BFGoodrich Commercial T/A All-Season 2 LT 265/70R17 121/118R | LRE | 17795 | BEAHDD11 | 1514 to 4714 |
| BFGoodrich Commercial T/A All-Season 2 LT 245/75R17 121/118R | LRE | 39532 | BE43DD11 | 1114 to 1415 |
| BFGoodrich Commercial T/A All-Season 2 LT 245/70R17 119/116R | LRE | 30539 | BEP8DD11 | 1814 to 0315 |

The actions needed to support this recall are:

Immediately **Stop the Sale**, and/or mounting of recalled tires.

1. Immediately **Return New/Never Mounted Recalled Tires** from your inventory.
2. Immediately **Provide List of Tire Owners** for recalled tires.
3. **Read** required steps necessary to support consumers with Replacing recalled tires.

Step 1: Identify and Return Inventory (New/Never Mounted) Recalled Tires

To determine if you have tires that are included in this recall, please check the DOT information found on the sidewall of the tire as explained in Appendix A. Only tires matching all four elements (Tire Description, MSPN, DOT Sequence and DOT Production Periods) are part of this recall.

As a result of this safety recall, you are required to take the following Dealer actions to return to MAST any **new/never mounted inventory** of the recalled tires:

1. Check your inventory for the specific DOT identification numbers affected. **Immediately stop the sale, and/or mounting of these tires.**
2. **Immediately** count your inventory of affected tires and record each DOT identification numbers and quantity. Provide this information to your MAST Primary Servicing Distributor for return authorization and return instructions.
3. Return all recalled tires from your inventory to your MAST Primary Servicing Distributor as soon as possible. You will be compensated by your MAST Primary Servicing Distributor for all recalled (new/never mounted) tires returned from inventory.

Step 2: Provide List of Tire Owners

As a result of this safety recall, **you are required** to take the following Dealer action to immediately provide MAST with a list of Tire Owners to whom you sold the tires that have been recalled.

Please send the following information:

First Name(Business), Last name(Attn. To:), Address1, Address2, City, State, Zip Code, Phone Number and e-mail address.

Consumer Care will contact known Tire Owners by letter to notify them of this safety recall and the replacement process.

Please send the Tire Owner Information to:

Email: tiresafetyrecall@crdhna.com (preferred method, via excel file or .csv file)

Or Fax to: 800-672-0885 Attention: Tire Safety Recall

Or Mail to:

BFGoodrich Consumer Care Department
Attention: Tire Safety Recall
110 Commerce Blvd.
Kings Mountain, NC 28086

Step 3: Replace and Return Used/Previously Mounted Recall Tires

Tire Owners may contact you to inspect their tires and, if required, replace them at **no cost to the consumer**. To replace and return recalled tires for credit:

1. Before dismounting, validate the tires are part of this safety recall.
2. Ensure that you have the correct replacement tires in inventory. A list of MAST appropriate replacement tires is attached in Appendix C.
3. Free replacement will be offered through February 10, 2017. After February 10, 2017, recalled tires should be processed as standard warranty by pro-rata adjustment with the option to contact Consumer Care for further assistance.
4. Contact your MAST Primary Servicing Distributor for return authorization and instructions. Your MAST Alliance Distributor's policy regarding warranty reimbursement will apply. When replacing the recalled tires with new tires, follow the MAST Warranty procedure to include the following:
 - a. Use the BibNet Online Warranty process @ Michelinb2b.com or you may submit claim via manual paper claim process.
 - b. The MAST Alliance Distributor's account will be credited the acquisition price of the replacement tire and a flat service and mounting and balancing allowance **(\$28.00 per tire)**.

- c. Use **Claim Type 1**
- d. Select “**Market Action**” as Reason for Removal
- e. Must have **0% and \$0 Consumer Charge**. Consumers cannot be charged for recall replacement.
- f. If an approved MAST replacement tire is not available, you will need to call Consumer Care (866-524-2638) for instructions regarding this process.
- g. **Must** mark sidewall of used tires with “**Recall**” using tire crayon or chalk.
- h. Make sure the BibNet Tire Label (or AA claim label) is securely taped to each tire.
- i. Process used/previously mounted recall tires to your MAST Primary Servicing Distributor as soon as possible.
- j. MAST will handle the disabling of the tires.

See Appendix B for used/previously mounted return shipping instructions.

- 5. For purposes of this recall, treat National Account and Government customers as you would any other Tire Owner. You should replace any tires that are a part of this recall with an approved replacement tire and submit the recalled tires as outlined above.

Remember, the following key elements to process recall claims:

- Claim Type 1
- \$0 Consumer Charge
- Market Action Reason for Removal
- Securely tape Barcode Label to tire
- Mark sidewall of used tires with “Recall”

For questions concerning recall claim processing, contact Customer Service Representative @ 800-847-8475.

IMPORTANT – Disposition of Safety Recall Tires

MAST is required to advise you of the following information and tire dealer obligations:

- 1. It is a violation of Federal law to knowingly sell or lease a tire which is defective.
If a dealer knowingly sells or leases new or used defective tires; that such a sale must be reported to the Associate Administrator for Safety Assurance, 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 within five working days of such a release in a report containing the following information:
 - i) a statement that the report is being submitted pursuant to 49 CFR 573.10(a);

- ii) the name, address and phone number of the person who purchased or leased the tire;
 - iii) the name of the manufacturer of the tire;
 - iv) the tire's brand name, model name, and size;
 - v) the tire DOT identification number;
 - vi) the date of the sale or lease; and
 - vii) The name, address, and telephone number of the seller or lessor.
2. Under Federal law, MAST is required to report (by dealer name and address) any known instances of its dealers selling or leasing new or used defective tires.
 3. On a monthly basis, dealers must report to MAST the number of defective tires disposed of in violation of these instructions or in violation of any of applicable state and local laws or regulations. The report must include a description of any such failure to act in accordance with MAST's disposal plan.

These notifications and instructions must be communicated to all employees of this dealership who are involved in the inspection and removal of recalled tires.

The recalled tires must be returned for the credit to be processed. If you have any additional questions, please contact your Customer Service Representative (800-847-8475).

Commitment to safety, quality and respect for the customer are our highest priorities. Please accept our sincerest apologies for any inconvenience that replacing these tires may cause. Thank you for your support in helping us to implement a successful safety recall.

Sincerely,



Marc Pasquet
Michelin Americas Small Tires

Appendix A: Reading DOT Markings

DOT 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 directly above the bead.

To find out if a tire is affected by the recall:

1. Determine if the tire is the following product:

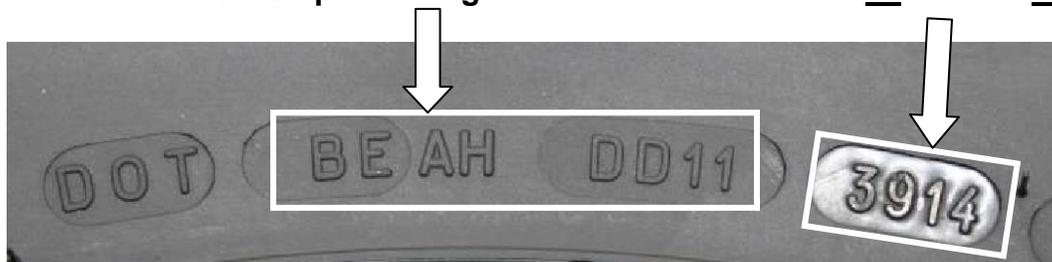
| Tire Description | Load Range | MSPN | DOT Sequence | DOT Production Periods (inclusive) |
|--|------------|-------|--------------|------------------------------------|
| BFGoodrich Commercial T/A All-Season LT 275/70R18 125/122Q | LRE | 22656 | BE15JD11 | 1814 to 1914 |
| BFGoodrich Commercial T/A All-Season 2 LT 275/70R18 125/122R | LRE | 13934 | BE15DD11 | 0814 to 2115 |
| BFGoodrich Rugged Terrain T/A LT 275/70R18 125/122R | LRE | 05023 | BE150211 | 1414 to 4914 |
| BFGoodrich Rugged Terrain T/A LT 275/65R18 123/120R | LRE | 31847 | BEB90211 | 4114 to 0415 |
| BFGoodrich Commercial T/A All-Season 2 LT 235/80R17 120/117R | LRE | 11616 | BEABDD11 | 2114 to 1515 |
| BFGoodrich Commercial T/A All-Season 2 LT 265/70R17 121/118R | LRE | 17795 | BEAHDD11 | 1514 to 4714 |
| BFGoodrich Commercial T/A All-Season 2 LT 245/75R17 121/118R | LRE | 39532 | BE43DD11 | 1114 to 1415 |
| BFGoodrich Commercial T/A All-Season 2 LT 245/70R17 119/116R | LRE | 30539 | BEP8DD11 | 1814 to 0315 |

2. If inspected tire is not the product noted above, the tire is not part of this recall. If it is this product, check the DOT sequence to determine if the tire is affected by the recall. Only tires matching all four elements (Tire Description, MSPN, DOT Sequence and DOT Production Periods) are part of this recall.
3. The following illustration shows an example of how to identify the DOT sequence for all affected tires noted above. If you have any questions concerning the tire's DOT identification numbers, please contact MAST Consumer Care at 866-524-2638.

HOW TO READ THE DOT

DOT Sequence begins with BE

Week 39 Year 2014



Appendix B: Returning Used/Previously Mounted Recall Tires

Shipping Instructions for Used/Previously Mounted Recall Tires

Follow the current MAST Warranty Tire Return Procedure:

1. Contact your MAST Primary Servicing Distributor for return authorization and shipping/pick up instructions.
2. Using BibNet Online Warranty Process eliminates the need for mailing claim forms.
3. Each tire must have a label that matches the claim form on which it is listed.
4. Mark “**RECALL**” on the sidewall of each tire.
5. If using BibNet Online Warranty Process, claim should appear in “Dealer Approval Pending” status before sending to your MAST Primary Servicing Distributor and eliminates the need for paper claim forms.

Appendix C:

Recommended MAST Product Replacement List

The following chart is a guide to assist you in selecting a proper replacement tire. Each of the options noted below is of equal size and has equal or higher service description.

| MSPN | Description Recalled Tires | MSPN | Description Replacement Tires |
|-------|--|-------|--|
| | | | * indicates MSPN launching 3Q/4Q 2015 |
| 11616 | LT235/80R17 120/117R Commercial T/A A/S2 | 11616 | LT235/80R17 120/117R Commercial T/A A/S2 |
| | | 14157 | LT235/80R17 120/117R LTX M/S2 |
| | | 01569 | LT235/80R17 120/117R LTX A/T2 |
| | | 10158 | LT235/80R17 120/117S All-Terrain T/A KO2 * |
| 30539 | LT245/70R17 119/116R Commercial T/A A/S2 | 30539 | LT245/70R17 119/116R Commercial T/A A/S2 |
| | | 00644 | LT245/70R17 119/116R LTX M/S2 |
| | | 16814 | LT245/70R17 119/116R Defender LTX M/S * |
| | | 09666 | LT245/70R17 119/116S All-Terrain T/A KO2 |
| 39532 | LT245/75R17 121/118R Commercial T/A A/S2 | 39532 | LT245/75R17 121/118R Commercial T/A A/S2 |
| | | 58944 | LT245/75R17 121/118R Rugged Trail T/A |
| | | 47814 | LT245/75R17 121/118R Rugged Trail T/A |
| | | 31733 | LT245/75R17 121/118R LTX M/S2 |
| | | 48588 | LT245/75R17 121/118R Defender LTX M/S * |
| | | 26470 | LT245/75R17 121/118S All-Terrain T/A KO2 |
| 17795 | LT265/70R17 121/118R Commercial T/A A/S2 | 17795 | LT265/70R17 121/118R Commercial T/A A/S2 |
| | | 14221 | LT265/70R17 121/118R LTX M/S2 |
| | | 97723 | LT265/70R17 121/118R LTX M/S2 |
| | | 12825 | LT265/70R17 121/118R X Radial LT2 |
| | | 96540 | LT265/70R17 121/118R Rugged Trail T/A |
| | | 27162 | LT265/70R17 121/118R Defender LTX M/S |
| | | 07784 | LT265/70R17 121/118R LTX A/T2 DT |
| | | 36651 | LT265/70R17 121/118R LTX A/T2 DT |
| | | 76397 | LT265/70R17 121/118S All-Terrain T/A KO2 |
| 31847 | LT275/65R18 123/120R Rugged Terrain | 01137 | LT275/65R18 123/120R LTX M/S2 |
| | | 09200 | LT275/65R18 123/120R Defender LTX M/S * |
| | | 03822 | LT275/65R18 123/120R LTX A/T2 DT |
| | | 36457 | LT275/65R18 123/120R All-Terrain T/A KO2 |
| 05023 | LT275/70R18 125/122R Rugged Terrain | 13934 | LT275/70R18 125/122R Commercial T/A A/S2 |
| | | 04035 | LT275/70R18 125/122R LTX M/S2 |
| | | 15358 | LT275/70R18 125/122R Defender LTX M/S * |
| | | 80867 | LT275/70R18 125/122R All-Terrain T/A KO2 |
| 22656 | LT275/70R18 125/122Q Commercial T/A A/S | 13934 | LT275/70R18 125/122R Commercial T/A A/S2 |
| | | 04035 | LT275/70R18 125/122R LTX M/S2 |
| | | 15358 | LT275/70R18 125/122R Defender LTX M/S * |
| | | 80867 | LT275/70R18 125/122R All-Terrain T/A KO2 |
| 13934 | LT275/70R18 125/122R Commercial T/A A/S2 | 13934 | LT275/70R18 125/122R Commercial T/A A/S2 |
| | | 04035 | LT275/70R18 125/122R LTX M/S2 |
| | | 15358 | LT275/70R18 125/122R Defender LTX M/S * |
| | | 80867 | LT275/70R18 125/122R All-Terrain T/A KO2 |