



**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)
<b>BFGoodrich Commercial T/A All-Season</b> LT 275/70R18 125/122Q	LRE	22656	BE15JD11	1814 to 1914
<b>BFGoodrich Commercial T/A All-Season 2</b> LT 275/70R18 125/122R	LRE	13934	BE15DD11	0814 to 2115
<b>BFGoodrich Rugged Terrain T/A</b> LT 275/70R18 125/122R	LRE	05023	BE150211	1414 to 4914
<b>BFGoodrich Rugged Terrain T/A</b> LT 275/65R18 123/120R	LRE	31847	BEB90211	4114 to 0415
<b>BFGoodrich Commercial T/A All-Season 2</b> LT 235/80R17 120/117R	LRE	11616	BEABDD11	2114 to 1515
<b>BFGoodrich Commercial T/A All-Season 2</b> LT 265/70R17 121/118R	LRE	17795	BEAHDD11	1514 to 4714
<b>BFGoodrich Commercial T/A All-Season 2</b> LT 245/75R17 121/118R	LRE	39532	BE43DD11	1114 to 1415
<b>BFGoodrich Commercial T/A All-Season 2</b> 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.
3. See instructions on the attached RGA Form (Appendix D), E-mail completed form ( [tcar.safetyrecall@us.michelin.com](mailto:tcar.safetyrecall@us.michelin.com) ) or FAX ( 864-298-6648 ) completed form to MAST.
4. MAST will respond with a return goods authorization number and shipping instructions. Return all recalled tires from your inventory as soon as possible. Freight charges will be prepaid using carrier identified in your shipping instructions. You will be credited at your current invoice price for all recalled tires upon receipt and verification.

## 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](mailto: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. 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. When replacing the recalled tires with new tires, follow the MAST Warranty procedure to include the following:
  - a. Use BibNet Online Warranty process ([Michelinb2b.com](http://Michelinb2b.com)).
  - b. Dealer will be credited at current invoice price of the installed tire, a flat service and mounting and balancing allowance of **\$28.00 per tire**. Additional **\$2 per claim** will be credited when processed via BibNet Online.
  - 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. Tires arriving without labels cannot be processed for credit.
- i. The “MAST Recall” tires may be mixed with normal Warranty tires as long as tires are marked “**Recall**” and labeled. Tires should be returned immediately to your **standard warranty inspection center**. You should not wait for the standard 25 tire minimum or 30 days to return your safety recall tires.
- j. MAST will handle the disabling of the tires.
- k. Ship used/previously mounted recall tires to your **standard warranty inspection center**.

**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](http://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)
<b>BFGoodrich Commercial T/A All-Season</b> LT 275/70R18 125/122Q	LRE	22656	BE15JD11	1814 to 1914
<b>BFGoodrich Commercial T/A All-Season 2</b> LT 275/70R18 125/122R	LRE	13934	BE15DD11	0814 to 2115
<b>BFGoodrich Rugged Terrain T/A</b> LT 275/70R18 125/122R	LRE	05023	BE150211	1414 to 4914
<b>BFGoodrich Rugged Terrain T/A</b> LT 275/65R18 123/120R	LRE	31847	BEB90211	4114 to 0415
<b>BFGoodrich Commercial T/A All-Season 2</b> LT 235/80R17 120/117R	LRE	11616	BEABDD11	2114 to 1515
<b>BFGoodrich Commercial T/A All-Season 2</b> LT 265/70R17 121/118R	LRE	17795	BEAHDD11	1514 to 4714
<b>BFGoodrich Commercial T/A All-Season 2</b> LT 245/75R17 121/118R	LRE	39532	BE43DD11	1114 to 1415
<b>BFGoodrich Commercial T/A All-Season 2</b> 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. Using BibNet Online Warranty Process eliminates the need for mailing claim forms and provides an additional \$2 per claim credit.
2. Mark “**RECALL**” on the sidewall of each tire.
3. Place an identifying mark on your tires (X-mark, Line or some other clearly visible identifier for the carrier). This is in addition to the word “**RECALL**” on the sidewall.
4. Indicate your identifying mark on the Bill of Lading for the carrier (i.e. “25 tires with yellow stripe on tread”).
5. The BibNet Warranty Claim process will print the correct inspection center address for your location which eliminates the need for mailing paper claims and provides an additional \$2.00 per claim credit.
6. Only the **paper claim process** requires a copy of the **Bill of Lading** to be included in the mailing envelop with the **original paper claim forms** to the Inspection Center.
7. Contact your standard **Authorized Warranty Claim Freight Carrier** and ship your used/previously mounted recall tires to your **standard warranty inspection center**.

## 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

## Appendix D:

**Note: An Excel version of this form is available from any Michelin Account Representative or Customer Service Representative**

<b>Dealer <u>NEW</u> Tire Inventory Return Form</b>			
Please email to <a href="mailto:TCAR.safetyrecall@us.michelin.com">TCAR.safetyrecall@us.michelin.com</a> or fax to: (864) 298-6648			
Date		RGA #	(internal use only)
<b>THIS RETURN REQUEST IS FOR <u>NEW</u> RECALL TIRES ONLY</b> ALL OTHER TIRES RECEIVED WILL BE SCRAPPED AND NO CREDIT WILL BE ISSUED.			
Dealer Name		City/State	
Ship To Number		Fax Number	
Contact Name		Phone Number	
Email Address			
Customer Reference Info/Number:		Questions please call - 1-800-847-8475	
<b>Standard Warranty Process for Mounted Tires (See Recall Dealer Letter for Instructions) and Return to Inspection Center.</b>			
Credit will be issued at current Invoice Price. Michelin will disable/cut tires.			
<b>Total Quantity of MSPN 22656: Total</b> _____			
LT275/70R18 125/122Q TL COMMTA AS LRE GO		DOT SERIAL INFORMATION ON TIRE BE15JD11 1814 TO 1914	
<b>Total Quantity of MSPN 13934: Total</b> _____			
LT275/70R18 125/122R TL COMMTA AS2 LRE GO		DOT SERIAL INFORMATION ON TIRE BE15DD11 0814 TO 2115	
<b>Total Quantity of MSPN 05023: Total</b> _____			
LT275/70R18 125/122R TL RGTEERRNTA LRE O		DOT SERIAL INFORMATION ON TIRE BE150211 1414 TO 4914	
<b>Total Quantity of MSPN 31847: Total</b> _____			
LT275/65R18 123/120R TL RGTEERRN TA LRE O		DOT SERIAL INFORMATION ON TIRE BEB90211 4114 TO 0415	
<b>Total Quantity of MSPN 11616: Total</b> _____			
LT235/80R17 120/117R T LCOMMTA AS2 LRE GO		DOT SERIAL INFORMATION ON TIRE BEABDD11 2114 TO 1515	
<b>Total Quantity of MSPN 17795: Total</b> _____			
LT265/70R17 121/118R TL COMMTA AS2 LRE GO		DOT SERIAL INFORMATION ON TIRE BEAHDD11 1514 TO 4714	
<b>Total Quantity of MSPN 39532: Total</b> _____			
LT245/75R17 121/118R TL COMMTA AS2 LRE GO		DOT SERIAL INFORMATION ON TIRE BE43DD11 1114 TO 1415	
<b>Total Quantity of MSPN 30539: Total</b> _____			
LT245/70R17 119/116R TL COMMTA AS2 LRE GO		DOT SERIAL INFORMATION ON TIRE BEP8DD11 1814 TO 0315	