



IMPORTANT SAFETY RECALL

NHTSA Recall # 25T008

June 13, 2025

Subject: Michelin Recall Remedy Plan

Dear Costco Tire Center,

As previously communicated, Michelin North America, Inc. and Michelin North America (Canada), Inc. are voluntarily recalling approximately 6,888 Agilis CrossClimate C-Metric tires in the 185/60R15C size. The subject tires do not comply with the requirements of the Federal Motor Vehicle Safety Standard (FMVSS) 49 CFR 571.139, Tire Endurance, "New Pneumatic Radial Tires for Light Vehicles" and Canadian Technical Standards Document (TSD) 139. Tires that do not comply with regulatory requirements may increase the risk of a crash. During surveillance monitor testing, the tire exhibited tread chunking in the shoulder section. Leading up to the voluntary recall, Michelin has not received any complaints or returns from customers regarding tread chunking of the subject tires.

We have worked with NHTSA and Transport Canada to define a remedy plan for consumers who have purchased the impacted tires. A letter outlining the plan will be mailed to consumers on or before June 30, 2025. See [Attachment 1: Consumer Letter](#) below for details.

Beginning June 2025, check brand options and inventory that meet the required load carrying capacity of the 185/60R15 94T C-Metric Agilis CrossClimate tire. If you have questions, please contact Consumer Care at 1-888-971-3801.

Below is information that will be crucial for dealers as consumers begin pursuing replacement tire options.

Sale of Affected Tires

Michelin North America, Inc. is required to advise you of the following information and obligations of the Dealer:

Be advised that pursuant to 49 CFR 573.11 and 573.12 dealers are prohibited from selling any new or used noncompliant tires that are subject to the recall program described above in this notice.

Be advised that pursuant to 49 CFR 573.10 dealers are further required to notify NHTSA of the sale of any new or used noncompliant tires subject to the recall program described in this notice to:

Associate Administrator for Safety Assurance
National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.,
Washington, DC 20590

Or call the toll-free number Auto Safety Hotline at 1-888-327-4236 (TTY 1-888-275-9171); or go to www.nhtsa.gov

Processing Recall Warranty Claims

Club members may contact you to inspect their tires and, if required, replace them without charge. When this occurs:

1. Validating the tire(s) is part of this recall. Removed tires must be within the DOT range of the recall.

CAI	MSPN	DIMENSION	PLANT CODE	ID SEQUENCE	DOT START DATE (WWYY)	DOT STOP DATE (WWYY)
121374	39451	185/60R15C 94T	FK or 1FK	1R013X	4023	1725

1. Reach out to Michelin Customer Service 1-800-421-2197 to order the appropriate Michelin replacement tires for the member (MSPN 39451, CPN 1751403 not in the affected DOT range). Only order replacement tires if you have a member affected by the recall.
2. If the member does not want a Michelin product, look for suitable replacement options with a non-Michelin product.
3. If option 1 & 2 is not available, follow the Costco operational procedures on how to handle the member.

Mounted Tire Warranty Checklist:

1. Replace any mounted tires that are a part of this Recall with an approved replacement tire. Recall replacement tires and services must be at no charge to the member (including mounting and balancing), regardless of remaining tread depth.
2. Free replacement, \$0 charge to member, (including mounting and balancing) will be offered through July 1, 2026. After July 1, 2026, recalled tires should be processed as standard warranty by pro-rata adjustment with the option to contact Consumer Care for further assistance.
3. Identify all recalled tires removed by marking "Recall" in chalk on the sidewall of each tire along with wrapping a section of the tire in colored tape to differentiate the removed recall tires.
4. Keep track of the number of recalled removed tires picked up by Liberty/Lakin.
5. A credit of \$175 for each removed tire, plus a flat service amount for mounting and balancing of \$28 per tire will be paid monthly based on the number of removed recall tires returned from Liberty Tire Recycling to the Michelin inspection center.
6. Arrangements are being made with Liberty Tire Recycling to return all tires to the Michelin Inspection Centers. Michelin will handle the disabling of the tires.

Returning New, Unmounted Tires

Costco clubs may return your new/unmounted inventory via the following process

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 use the attached [Dealer Form](#). You can access in the following ways: If you have been migrated to MyPortal, please use the link MyPortal.Michelingroup.com. If you have not migrated yet or are unsure of your migration status, please use www.michelinb2b.com.
3. Complete the New Tire Return Goods Request Form and E-mail the completed form to your Customer Service team with AGILIS CROSS CLIMATE RECALL RETURN in the Subject Line. Customer Service will respond with a Return Goods Authorization Form (RGA Number) and specific shipping instructions within approximately 3-4 weeks. New qualified Unmounted Tires will also be credited \$175 but will not receive the service allowance.

Thank you for your support in helping us implement a successful recall.

Sincerely,



Nate Kirian
Vice President, B2B Sales
Michelin North America



Stephen Hoeft
Vice President, B2C Sales
Michelin North America



IMPORTANT SAFETY RECALL

NHTSA Recall # 25T008

June 30, 2025

Subject: RECALL NOTICE

Dear Michelin Tire Owner,

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

Michelin North America, Inc. and Michelin North America (Canada), Inc. have decided that certain Agilis CrossClimate C-Metric tires in the 185/60R15C size fail to conform to Federal Motor Vehicle Safety Standard No. 139 (Tire Endurance, "New Pneumatic Radial Tires for Light Vehicles") and Canadian Technical Standards Document (TSD) 139.

Tires that do not comply with regulatory requirements may increase the risk of a crash. Chunks of tread rubber may detach from the shoulder block. You are receiving this letter because our records indicate that you may have purchased one or more of these replacement tires at retail.

Tire identification information is molded into the sidewall of each tire, directly above the bead. For information that you will need to determine whether your tires are part of the recall or not, see section "Reading DOT Sidewall Markings" at the end of this document. If you have any questions concerning whether a tire is part of the recall or not, please contact Michelin Consumer Care at 1-888-971-3801 for assistance.

If your tires are part of the recall, please visit your local Michelin retailer. The Michelin retailer will have them removed and replaced with an equivalent tire, including mounting and balancing, free of charge. Michelin retailers may be located using the online dealer locator at www.michelinman.com. If your servicing Michelin retailer is unable to provide the service as described above without charge, or within a reasonable amount of time, please contact Michelin Consumer Care at 1-888-971-3801. This no charge replacement offer is valid through July 1, 2026.

If Michelin fails to address your concerns, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, DC 20590 or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-275-9171); or go to www.nhtsa.gov.

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 recall.

Sincerely,

Nate Kirian
Vice President, B2B Sales
Michelin North America

Stephen Hoeft
Vice President, B2C Sales
Michelin North America

READING DOT TIRE SIDEWALL MARKINGS

DOT tire sidewall markings serve as the tire's fingerprint and signify compliance with applicable safety regulations. The DOT markings can be found on the sidewall just above the wheel flange.

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

Determine if it matches the information below. If the information on the sidewall of your tires does not match these identifiers, it is not part of the recall.

CAI	MSPN	DIMENSION	PLANT CODE	ID SEQUENCE	DOT START DATE (WWYY)	DOT STOP DATE (WWYY)
121374	39451	185/60R15C 94T	FK or 1FK	1R013X	4023	1725

The following illustration shows the DOT information on a sample of the affected tires. The production DOT DATE codes is given by the last 4 digits of the TIN code, with the first two digits specifying the week of production and the second two digits specifying the year of production. For example, the production code of "1124" in the photo below refers to the 11th DOT week of the year 2024.



If you have any questions concerning the tire's DOT information, please contact Michelin Consumer Care at 1-888-971-3801.