

MICHELIN®, BFGoodrich®, and Uniroyal® Passenger and Light Truck Warranty Claim Types – US & CAN

CLAIM TYPE 1—WORKMANSHIP AND MATERIALS

This claim type is used when a tire has visible damage; the damage is a result of workmanship or material. A tire which becomes unserviceable due to a workmanship or materials condition, before 3/32 of an inch of tread is worn **and** within 12 months of the date of purchase will be replaced free with a comparable new tire of the same brand. Final approval is subject to inspection of the tire(s) and them being found warrantable, as related to the workmanship and/or materials of the tire, at Michelin inspection center.

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Passenger and LT tires are covered for workmanship and materials for six years from date of purchase. If proof of purchase is not available, the DOT date will be used to determine eligibility.

CLAIM TYPE 2—MILEAGE

This claim type is used when a tire does not deliver the warranted mileage. Tires should be **evenly worn** to 3/32nds of an inch of tread remaining or less. Uneven wear is defined as a tread groove difference of more than 1/32nds of an inch across the face of the tread. Tires submitted with more than 3/32nds of remaining tread are not eligible for mileage warranty credit.

CLAIM TYPE 6—RIDE/VIBRATION

This claim type is used when **up to two tires** exhibit a ride/vibration or balance issue. Claim Type 6 will allow dealers to submit **up to two tires** per vehicle within the first 2/32 treadwear of the original tread. An authorization code is not required for claim type 6. *This also covers Balancing/Out of Round, Noise & Handling.

CLAIM TYPE 7—MICHELIN GOODWILL

This claim type is used when an issue is not covered under a standard warranty. This claim requires Michelin involvement. If approved, an authorization code is provided, along with the percentage to charge the consumer.

Bibnet Entry - Requires a phone call to our Consumer Care team to provide details for case file and to secure an authorization code.

Mobile App Entry - You can also iMessage/Google Chat with live tire experts at Michelin inspection center BEFORE submitting the claim.

Please do not call Consumer Care! Phone call is eliminated when using the Mobile Claim App.

Notifications are sent within the App, within a few minutes, to provide an authorization code and the percentage and amount to charge the consumer.

CLAIM TYPE 8—SATISFACTION GUARANTEE

This claim type is used when a consumer returns a tire within the Satisfaction Guarantee program rules. Certain conditions and limitations may apply. Original Equipment tires are excluded. The Dealer processes the warranty as a “no charge” adjustment when purchase date is within the program requirements. Authorization code is not required; instead, consumers are required to provide the original sales receipt to the Dealer for validation before submitting the completed claim to Michelin.

Note: All adjusted tires and claims must be received at the Michelin inspection center within **ninety (90) days** of the date of adjustment, as indicated by the claim date on the warranty form. Credit will not be issued for claims received more than ninety (90) days after the transaction.

After six (6) years or the wear of the original usable tread, whichever occurs first, all warranties, expressed or implied, expire.

Consumer Agreement of Terms for Warranty Claim Submission: 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 (are not a commercial application) 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 or reimbursement 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.

Dealer Agreement of Terms for Warranty Claim Submission: 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.

I further certify that any tire(s) not returned to Michelin North America will be denatured and will not be remounted on any wheel or vehicle or resold as tire(s).

For questions or assistance submitting Warranty Claims contact Customer Service (800-847-8475) or your Michelin Account Manager.

Michelin North America, Inc. reserves the right to change its limited warranties at any time for any reason.

Ref: Michelin Passenger/Light Truck Warranty Claim Types US and Canada

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