

November 11, 2005

To: All Ford and Lincoln Mercury Dealers, Parts and Service Managers
Subject: Reminder of Michelin Tire Form Requirements to Avoid Warranty Charge backs

The purpose of this letter is to remind all dealers of the **requirement by Michelin Tire Company** to complete and return the Michelin claim form for all Michelin/Uniroyal/BF Goodrich tires replaced under the Ford Tire Warranty. **Effective with repairs dated 12/16/2005 and later, all Michelin brand tires replaced under the Ford Tire Warranty that are denied by Michelin for reasons related to the Michelin form will be charged back to the dealer.**

BACKGROUND

Michelin Tire Company requires this form to be completed by the dealership, signed by the customer and returned with the tire(s) for ALL Michelin brand tires replaced under warranty. All dealers were notified of the requirement by Michelin to complete and attach the Michelin claim form via a dealer letter dated 8/30/2002. This requirement was also added to the July 2003 ACESII Manual and to the January 2005 Warranty & Policy Manual.

ISSUES WITH THE MICHELIN CLAIM FORM

Presently, Ford Motor Company has been unable to recover approximately 90% of the warranty expenses for Michelin brand tires due to issues with the Michelin claim form. The reported issues from Michelin are:

- No Michelin claim form attached with the returned tire(s)
- No customer signature obtained on Michelin claim form
- Michelin claim form information is incomplete

It is important that the Michelin claim form be returned with the Michelin brand tire(s) in order for Ford to accurately account for tire defects with Michelin as well as obtain the warranty cost reimbursement that Ford is due.

CHARGE BACKS

As mentioned above, effective with repairs dated 12/16/2005 and later, all Michelin brand tires (Michelin/Uniroyal/BF Goodrich) replaced under the Ford Tire Warranty that are denied by Michelin for reasons related to the Michelin form will be charged back to the dealer.

NO APPEALS ACCEPTED

Once Michelin has denied a warranty claim due to a missing form or lack of information, Michelin scraps the tires. When this occurs there is no opportunity for Ford to appeal the Michelin denial. Because of this, **there will be no dealer appeals accepted for these charge backs.**

MICHELIN CLAIM FORM

In an effort to prevent any potential dealer charge backs for the Michelin claim form, the following are some guidelines to follow in completion of the form:

- Always obtain the customer information and **have the customer sign the form.**
- Always complete the required fields shown in yellow on the form.
- The Michelin form can be obtained on the Dealer eStore item #: [78148494](#).
- Place the Michelin form with the FCS-700 Return Document (700 tag) and shrink-wrap it to the tire to be returned.

Refer to the directions below and the [attached sample Michelin form](#) for more instructions on form completion.

QUESTIONS

Contact the following for questions:

- Ford Warranty claims: contact the Warranty Assistance Team at 1-800-423-8851.
- Michelin Claim form questions: contact the Tire Program Headquarters at 1-888-353-3251.

- Ford Tire Policy questions: contact Craig Burkeen at cburkeen@ford.com or (313) 845-3579.

DIRECTIONS FOR MICHELIN FORM COMPLETION

IMPORTANT: Entries listed as REQUIRED FIELDS on the Michelin AA claim form that are not completed or are completed incorrectly may result in a denial for coverage by Michelin. This would result in a charge back to the dealership with no appeal.

The following information applies to completion of the Michelin "AA" claim form when used within the Ford Tire Warranty. Refer to the [Michelin Warranty Manual](#) as posted on FMCDealer for complete information on Michelin's Tire Warranty. This form must be completed and submitted for any Michelin, BFGoodrich or Uniroyal tire replacement under warranty.

1. Write the date (month, day, and year) the adjustment is being made.
2. **REQUIRED FIELD:** This section must be completed by the consumer at the time of adjustment. CLAIMS WILL NOT BE PROCESSED WITHOUT COMPLETE CONSUMER INFORMATION AND SIGNATURE.
3. Make and model year of the vehicle from which the tire was removed.
4. **REQUIRED FIELD:** Write the 17 digit VIN (vehicle identification number) of the vehicle from which the tire was removed.
5. Sidewall size designation of the tire taken from the dealer's inventory and installed on the consumer's vehicle.
6. Not required for tires replaced under the Ford Tire Warranty.
7. **REQUIRED FIELD:** MSPN number of tire being installed (This 5 digit number is on the new tire label).
8. Not required for tires replaced under the Ford Tire Warranty.
9. **REQUIRED FIELD:** Check the box indicating whether the tire being returned was original equipment on the vehicle or purchased as a replacement tire.
10. **REQUIRED FIELD:** FOR MILEAGE CLAIMS ONLY: Enter the difference between the odometer reading when tires were originally installed and odometer reading at time of removal.
11. The selling dealer's retail invoice number (Ford dealership repair order number).
12. Write the name, street, city, and zip code for the authorized dealer responsible for providing warranty service. **REQUIRED FIELD:** The 7 digit "ship to number" must be included and is found in the right hand corner of this block. The Ship to Number is the dealership Michelin Tire Ordering Code.
13. Not required for tires replaced under the Ford Tire Warranty.
14. **REQUIRED FIELD:** Any combination of claim types 1, 2, and 6, may appear on a claim form, however, the claim can represent only one brand/size/type of tires and one consumer (and must be signed by the consumer). Claim Types to be used for Ford Tire Warranty:
 - 1 - Workmanship and Materials:** Claims for tires considered warrantable.
 - 2 - MNA Mileage:** Claims for Mileage tires that did not deliver the warranted Mileage.
 - 6 - Ride/Vibration:** Claims for tires that exhibit these conditions.
15. List the DOT code for each tire being removed and submitted for adjustment.
16. Not required for tires replaced under the Ford Tire Warranty.
17. Indicate the wheel position from which the tire was removed:

- LF for left front
- RF for right front
- LR for left rear
- RR for right rear.

If a tire in dual configuration comes out of service, indicate whether it was in the inner or outer wheel position (i.e. RRI for right rear inner, RRO for right rear outer, etc.)

18. **REQUIRED FIELD:** Tread depth (in 32/nds of an inch) for each tire listed.
19. Not required for tires replaced under the Ford Tire Warranty.
20. Not required for tires replaced under the Ford Tire Warranty.
21. Briefly describe the condition that brought the tire out of service or why it is not saleable.
22. **REQUIRED FIELD:** This section must be signed by the dealer submitting the claim form.
23. At this time Ford does not require Michelin authorization for tires replaced for vibration concerns within the Ford Tire Warranty.

NOTE: The Ford FCS-700 Return Document (700 tag) numbers must be written at the top of this form. For multiple tire replacements list all PEARS numbers for the same VIN. There are six peel and stick bar-coded stickers on the last page of the Michelin "AA" form package. For any non-vibration claim, those are intended to be used for that purpose. Each has a barcode that matches the one on the front of the "AA" form number, and three blank lines for comments. Michelin suggests putting the Ford tag number and the dealer's address on those lines as well. Once you have completed the claim form, put one label on each tire, near the DOT marking.