# Michelin says accidental damage claim rate of less than 0.2 per cent demonstrates premium reliability

Michelin's accidental damage guarantee for its regional and construction tyre ranges is delivering on its promise of first class reliability and uptime for commercial vehicle fleets. Michelin has received just 98 claims for damage in the six months from 1 May to 31 October 2016, of which 92 were accepted as valid – from more than 54,000 eligible tyres sold on the replacement market.

The accidental damage guarantee – believed to be unique amongst bus, coach and truck tyre manufacturers in UK and Irish markets – offers customers the ultimate protection against the financial costs of accidental damage, and reinforces the benefits of investing in premium tyres.

The guarantee promises to refund operators for any accidental damage suffered before a tyre is 50 per cent worn, provided it has been registered on the Michelin MyAccount web portal* within one month of purchase. The refund payable is calculated against the remaining tread depth of the tyre.

Chris Smith, Head of Truck Marketing at Michelin, says: "The claim rate of less than 0.2 per cent is the ultimate proof that our tyres will deliver a long and reliable life in service. It demonstrates the confidence we have in our tyres, and gives fleets the reassurance that in the rare event of suffering accidental damage before a tyre is 50 per cent worn, their investment is protected."

Ian Smallman, Managing Director of Stockton-on-Tees-based NT Whitfield Transport, which fits Michelin tyres across its fleet of 22 tractor units and 60 trailers, says: "We register every new Michelin tyre we buy for the guarantee, and in the first 18 months we've not had to make a single claim. However, knowing our tyres are protected reinforces why we invest in Michelin rubber over competitor brands."

The X Multi guarantee for regional tread patterns covers 37 bus, coach and truck tyre sizes, including all X Multi and X MultiWay regional tyres, in all available sizes. An X Works guarantee is also available for truck tyres used in on/off-road applications, covering 14 sizes, including the newly-launched X Works HD D (drive) and HD Z (all-position) tyre patterns, plus three sizes of Remix tyres: X Works XZY and XDY in 315/80 R 22.5, and X Works XZY3 in 385/65 R 22.5.

Michelin defines 'accidental damage' as an impact occurring to a registered tyre which makes it unusable. The policies exclude damage suffered through road accidents, acts of vandalism, fire and natural disasters.

The X Multi and X Works guarantees are offered for tyres purchased on the replacement market, or delivered on a new vehicle as original equipment.

For further information on the Michelin commercial vehicle tyre range visit http://trucks.michelin.co.uk/

*Customers in the Republic of Ireland must register tyres with either their tyre dealer or their local Michelin Account Manager

**Ends**

**Michelin**, the leading tyre company, is dedicated to sustainably improving the mobility of goods and people by manufacturing, distributing and marketing tyres for every type of vehicle. It also offers innovative business support services, digital mobility services and publishes travel guides, hotel and restaurant guides, maps and road atlases. Headquartered in Clermont-Ferrand, France, Michelin is present in 170 countries, has 112,300 employees and operates 68 production plants in 17 countries. The Group also has a Technology Centre, responsible for research and development, with operations in Europe, North America and Asia. (www.michelin.com)

http://twitter.com/MichelinTruckUK

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