



MICHELIN FMCA TIRE PROGRAM

REGISTER YOUR CREDIT CARD WITH MICHELIN TO PURCHASE TIRES

Since you are purchasing tires directly from Michelin, through a Michelin Dealer, you will need to pre-register the credit card you wish to use for your purchase with Michelin. This is done for security of your credit card information. At the time of purchase the Dealer will only ask for the name on the card, the first digit, last four digits and the expiration date. This protects your full credit card information for security purposes.

To pre-register your credit card call MICHELIN Customer Service at **1-888-532-6435** Monday-Friday between 8:30 a.m. – 8:00 p.m. and select **option 1** to register your credit card. Your card will remain on file for 30 days and will only be set-up for one-time use. If you make additional purchases you will need to call and pre-register your card again in the future. Michelin only accepts VISA[®], MasterCard[®], or American Express[®].

AT THE DEALER: EVALUATE THE COACH AND WHEELS

Once you have arrived at the dealer for service, walk around the coach with the service writer or salesperson. Note any existing damage to the coach and/or wheels. This will protect everyone.

COMPLETE THE PURCHASE YOUR CREDIT CARD AND P.O. NUMBER

1. After the work is finished, you will need to provide the dealer with your VISA[®], MasterCard[®] or American Express[®] credit card information to complete the transaction at the servicing dealership. You will only provide the dealer with the name on the card, first digit, last four digits and expiration date of the card that you pre-registered.
 - a. Your credit card will be billed by Michelin, so do not be surprised if you get an invoice from the dealer with a zero balance or an inflated balance. Because of a contract between Family Motor Coach Association and Michelin North America, the dealer is unable to give you an invoice with a completely accurate price as taxes and other fees may be applied.
 - b. **Preauthorization Process:** Michelin will place a hold, also known as a preauthorization, on your credit card of up to 5% over the estimated invoice price. This hold will be removed once the transaction for the actual amount has been processed; it may take up to 72 hours. If there are any changes to the invoice, such as additional tires, parts, services, or tax changes, a new preauthorization may be required to accommodate the new amount. Ultimately you will be billed the discounted price, not the preauthorized price.
2. In addition to your credit card payment information, you will be asked for a P.O. number. Your P.O. number is your Family Motor Coach Association member number and expiration date. This will ensure that you receive you invoice from Family Motor Coach Association.

NOTE: Your member number MUST be used as the purchase order when purchasing tires under this program

3. Ask the dealer to enter your e-mail address in the Comments filed. This provides a method of delivery of your invoice from Family Motor Coach Association.

To receive your invoice please call Michelin Customer Service at 1-888-532-6435