



MICHELIN ACTIVE ASSISTANCE PROGRAM - SERVICING DEALER TERMS AND CONDITIONS

1. ABOUT THE PROGRAM

- 1.1 Michelin Retail Partners (as defined in the Retail Partner Target Agreement) may be invited to participate as a servicing dealer ("**Servicing Dealer**") in a 24/7 tyre assistance service ("**Michelin Active Assistance Program**") for truck and bus Customers ("**Customers**") of Michelin Australia Pty Ltd ("**Michelin**") or Customers of other Michelin Retail Partners.
- 1.2 Under the Michelin Active Assistance Program, Customers requiring road assistance may contact a 24 hour, 7 day per week call centre organized by Michelin.
- 1.3 The Servicing Dealers will endeavour to attend to and service Customers upon receiving the request from the call centre.
- 1.4 Payments to the Servicing Dealers for products supplied and/or services supplied shall be processed by Michelin in the manner set out in the document titled Chargeback Program.

2. PARTICIPATION BY SERVICING DEALER

- 2.1 The Servicing Dealer:
 - (a) shall endeavour to attend to any Customer within an agreed geographic territory on receiving a request from the call centre. The geographic territory has been designed for the sole purpose of minimizing traveling time;
 - (b) shall be available to provide services and supply products of the Michelin Group to Customers in the Program during agreed operating hours;
 - (c) deal with the casings in the manner the Customers or Michelin decide and to record this on the Chargeback Forms;
 - (d) must only use tyre recyclers who are accredited / certified by Tyre Stewardship Australia or in the event of unavailability those who are accredited / certified by government or other recognised industry wide bodies and who employ lawful, environmentally friendly, and responsible methods of tyre disposal. From time to time Michelin Australia may audit the Purchaser's compliance with this condition and make recommendations on practices to be followed.
 - (e) equip its service vehicle with the tools and resources set out in the attached document titled "Service Vehicle Requirements" at Appendix A;
 - (f) shall give priority to responding to any request received under Michelin Active Assistance Program;
 - (g) shall endeavour to adhere to the principles established by Michelin for the management of this Michelin Active Assistance Program; and
 - (h) stock at all times the specific Michelin products set out in Appendix B.
 - (i) adhere to the guidelines for removal and re-fitting of wheel assemblies set out in Appendix D.
- 2.2 Once a Servicing Dealer attends to and services a Customer pursuant to the Michelin Active Assistance Program, the Servicing Dealer shall charge Michelin no higher than the prices per tyre for Non-Michelin Branded Tyres set out below as percentages, depending on which tier the tyres are categorised in, at Appendix C. Michelin shall not pay the Servicing Dealer any higher than the stipulated amounts, and the Servicing Dealer shall have no further recourse to Michelin.
 - (a) Tier 1/ Premium: 85% of Michelin recommended retail price ("**RRP**");
 - (b) Tier 2/ Intermediate: 70% of Michelin RRP; and



- (c) Tier 3/ Budget: 55% of Michelin RRP.

- 2.3 Michelin reserves the right to change the above-mentioned price-index and inform the same to Servicing Dealers, should there be pricing realignments.
- 2.4 Michelin reserves the right to audit the Servicing Dealer per terms set out in the document titled Chargeback Program

3. PARTICIPATION BY SPONSOR DEALER

- 3.1 Michelin Retail Partners who are Servicing Dealers may also participate in the Michelin Active Assistance Program as sponsor dealers ("**Sponsor Dealers**").
- 3.2 A Sponsor Dealer will:
- (a) sponsor and enter its existing truck and bus customers as sponsored End Users of the Michelin Active Assistance Program. Customers must be registered with Michelin to be eligible to receive service through the Michelin Active Assistance Program on the terms and conditions set out in the 'MAA Registration – Sponsoring Dealer & Sponsored End User Terms and Conditions' found on the Sponsorship Form, by notification to Michelin;
 - (b) pay Michelin for any products or services supplied by Servicing Dealers to sponsored end-users in the course of the Michelin Active Assistance Program upon the production of an invoice by Michelin at the standard service charges determined by Michelin from time to time and notified to Sponsor Dealer; and
 - (c) cooperate and provide such assistance as may be required by Michelin to respond to any complaints of the Customers against Michelin in respect of services provided by the Servicing Dealer.

4. PAYMENT

- 4.1 The Servicing Dealer shall receive a credit based on pre-agreed rates in the manner set out in the document titled Chargeback Program. These rates shall be set out in a schedule (Refer <https://elearning.michelin.com.au/inbill/?help> 'Standard Service Charges').
- 4.2 Sponsor Dealer shall pay for any products supplied by or services performed by Servicing Dealers to Sponsor Dealer's Customers upon an invoice by Michelin at the standard service charges determined by Michelin from time to time and notified to the Sponsor Dealer (Refer <https://elearning.michelin.com.au/inbill/?help> 'Standard Service Charges').
- 4.3 Sponsor Dealer may, after payment to Michelin as required, charge back the payment to its relevant Customer.

5. RELEASE AND INDEMNITY

- 5.1 The Servicing Dealer releases Michelin from and indemnifies and keeps indemnified Michelin and its directors, officers, employees and agents from or against any loss arising from:
- (a) the negligence of Servicing Dealer, its agents, employees or any sub-contractor or any other person for whose acts or omissions Servicing Dealer is vicariously liable;
 - (b) any action, claim or demand by Servicing Dealer's employees or agents or their personal representatives or dependants arising out of the performance of this agreement; and
 - (c) any action, claim or demand by a Customer or any other person in respect of products or services supplied by Servicing Dealer to the Customer;
- provided that the above indemnity shall not apply to the extent that the loss arose from an act or omission giving rise to liability which was done on the direct instruction of Michelin.
- 5.2 Sponsor Dealer releases Michelin from and indemnifies and keep indemnified Michelin and its directors, officers, employees and agents in respect of any claims by their sponsored truck and bus end-users or other persons arising out of the Program. The Sponsor Dealer agrees that it shall have no claims whatsoever against Michelin in respect of the services provided by the Servicing Dealers responding to their sponsored truck and bus end-users.



5.3 The indemnity set out at Clause 5.1 and 5.2 shall survive the expiry or termination of this Agreement.

6. DURATION AND REVIEW

6.1 The continuity and commercial viability of this Michelin Active Assistance Program shall be reviewed by Michelin annually. Michelin shall inform the Servicing Dealers and Sponsor Dealers of any changes to be made to, or cessation of, the Michelin Active Assistance Program in writing.



APPENDIX A

SERVICE VEHICLE REQUIREMENTS

1 - Mobile Service Vehicle - Administration	
Item No	Description
1.01	Current Michelin Technical Data Book
1.02	Service Job Card
1.03	Vehicle Inspection Report pad
1.04	Retorquing cards for wheel nuts

2 - Mobile Service Vehicle Tools & Equipment	
Item No	Description
2.01	Air compressor (130 psi minimum)
2.02	Air hose + chucks
2.03	Bead blaster
2.04	Chalk
2.05	*** Pneumatic drill and appropriate drill bits (Inc Hand Buff)
2.06	Folder for paperwork
2.07	*** Grease / Stud lubricant
2.08	Hammer (rubber + steel)
2.09	Jacks (air + manual)
2.10	Kit of tyre levers (Michelin or equivalent)
2.11	Mobile phone or CB radio
2.12	Mobile Service Truck (with tail gate loader preferred)
2.13	Multi-grips
2.14	Pliers
2.15	Pressure gauge
2.16	Probe
2.17	Rattle-gun
2.18	*** Repair kits
2.19	Screwdrivers (to remove hubcaps, etc.)
2.20	Socket set for wheel nuts
2.21	Spanners (to suit valves)
2.22	Torch - Check if working
2.23	Torque wrench - Calibrated within last 12 months (check invoice to confirm)
2.24	Tread depth gauge
2.25	Truck axle stands (minimum of 2)
2.26	Truck wheel chocks (minimum of 2)
2.27	Tyre lubricant ("Tigre" grease or equivalent)
2.28	Valve Caps (Steel or Bakelite with a rubber seal) and Valve cores
2.29	Valve extensions
2.30	Valve removal tool
2.31	*** Valve threader
2.32	Valves
2.33	Weight Removal Tool
2.34	Wire brush



3 - Mobile Service Vehicle Safety	
Item No	Description
3.01	Road safety vests / High visibility clothing
3.02	Mounted spotlights (Check if Working)
3.03	Gloves
3.04	Eye protection
3.05	Ear protection
3.06	Witches hats / Road Hazard Signs (Minimum 4)
3.07	Purpose built tyre restraint (For use during inflation)
3.08	Fire extinguisher fitted to vehicle (Check & Tagged -by Fire Marshal)
3.09	Strobe light for use on vehicle - (Check if working)
3.10	Portable first aid kit

*** Optional



APPENDIX B

Michelin New Tyres

Size	Pattern	Minimum Qty
11R22.5	X Multi Z 2	2
11R22.5	X Multi D+	4
11R22.5 #	X Multi T 2	4
295/80 R 22.5	X Multi Z 2 / X Line Energy Z	2
275/70 R 22.5	X Multi Z / T	2
305/70R22.5	X Multi HL Z	2
385/65 R 22.5 #	X MULTI Z / X Multi T	2
9.5 R 17.5 #	XTE2	2
255/70 R 22.5 #	XZE*	2
265/70 R 19.5 #	XTE2	2
215/75R17.5	X MULTI T 2	2

Michelin Retreads

Size	Pattern	Minimum Qty
9.5R 17.5	XTE2	1
11R22.5	X Multit T	2
275/80R22.5	X Multi T	2
275/70R22.5	X Multi T	2
385/65 R 22.5	XTE2+	1
265/70 R 19.5	X Multi T	2
11R22.5	XDE2 / X Multi D	2
305/70R22.5	XTE2 / X Multi T	2
255/70 R 22.5	X Multi T	2

Retreads Can Be Substituted For Trailer Use

APPENDIX C

TYRE TIERS

Bridgestone	Premium	1
Goodyear	Premium	1
Pirelli	Intermediate	2
Maxxis	Intermediate	2
Continental	Intermediate	2
Double Coin	Intermediate	2
Dunlop	Intermediate	2
Falken	Intermediate	2
Firestone	Intermediate	2
Kumho	Intermediate	2
Maxxis	Intermediate	2
Toyo	Intermediate	2
Yokohama	Intermediate	2
Hankook	Budget	3
Sumitomo	Budget	3
Aeolus	Budget	3
Double Star	Budget	3
Jin Yu	Budget	3
JK	Budget	3
Ling Long	Budget	3
Wanli	Budget	3
Westlake	Budget	3
Yellow Sea	Budget	3
AUSTONE	Budget	3
DOUBLE HAPPINESS	Budget	3
Haulmax	Budget	3
Windpower	Budget	3
Freedom	Budget	3
Others	Budget	3



APPENDIX D

MICHELIN GUIDELINE: REMOVAL AND RE-FITTING OF WHEEL ASSEMBLIES

STANDARD REQUIREMENT FOR ON-SITE SERVICE

1. Michelin Australia Pty Ltd (Michelin) approved dealers will carry out the below on site:
 - a. Follow site safety requirements such as, safe working areas, safe working exclusion zones, lockout procedures and required PPE.
 - b. All wheels that have been removed from the hub must be torqued with a calibrated torque wrench, calibrated at minimum every 12 months, to vehicle specifications (If the vehicle has been modified or custom made then the Customer must provide the required torque setting for the vehicle).
 - c. Service fitters are to inflate all tyres in accordance to manufacturer's specification, using an appropriate safety restraining device (cage) (if available).
 - d. Ensure that all tyres are fitted with valve caps and replaced where necessary.
 - e. When fitting tyres to any piece of equipment, the fitter is to conduct a visual inspection of all other tyres on the vehicle to ensure there is no damage and tyres are in safe and serviceable condition.
2. Michelin approved dealers must adhere to:
 - a. the agreed Tyre fitment policy as described below.
 - b. re-torque wheel nuts as per "Re-torque of Wheel Nuts" section.
3. The vehicle owner must communicate the identification of a Performance Based Vehicle Scheme (PBS) at the time the vehicle is presented to Michelin approved dealer.

REMOVAL AND REFITTING OF WHEEL ASSEMBLIES

REMOVAL OF WHEEL ASSEMBLIES

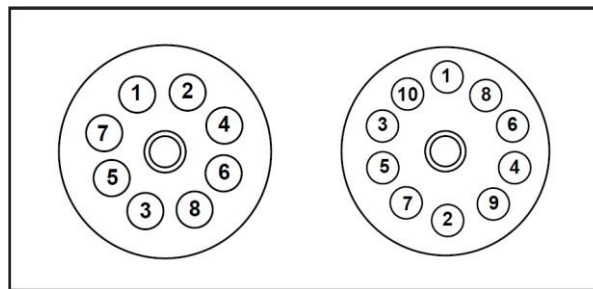
1. Isolate the vehicle – Refer to site requirements
i.e., Removal of key from vehicle, Tag out the vehicle.
2. Apply wheel chocks to the appropriate wheel positions.
3. Setup a work exclusion zone by use of cones or placement of service vehicle.
4. Jack the vehicle by using appropriate jacking points on the vehicle, consult OE manufacturer's guidelines. Ensure jack/s are rated to lift the vehicle and load.
5. Lower vehicle onto jack stands placed under the axles of the vehicle – WARNING - No work should be completed until stands have been put in place for use. Serious risk of injury if this is not adhered to.
6. Removal of wheel nuts, (refer to manufacturer's wheel nut removal recommendation).
7. Remove wheel assembly from the hub.
8. Carry out work required.

REFITTING OF WHEEL ASSEMBLIES

1. Check condition of wheel mounting components (mounting faces, studs, cleats), clean as required. All components should be clean and free of debris.
2. Mount wheel on hub – use centring devices if required.

HUB/STUD PILOT

1. Rotate the hub so that one pilot is at the 12 o'clock position. Place the single wheel or the inner dual wheel onto the hub pilot being careful not to damage the stud threads. Make sure the wheel is fully seated against the drum. For dual wheels, place the outer wheel onto the hub pilot making sure the hand holes are lined up for easy access to the tyre valves. Be careful not to damage the stud threads during wheel placement. Make sure the outer wheel is seated on the pilot pads and fully seated against the inner wheel.
2. Install nuts finger-tight at the 12 o'clock and 6 o'clock positions, then install the nuts finger tight on the other studs. It is acceptable to start the nuts by hand and run them down the stud with an impact wrench. Snug the nuts to about 50 ft.-lbs. Following a crisscross sequence as shown below (Fig 1) Finally, torque all the wheel nuts to the recommended torque with a torque control tool using the same crisscross method.

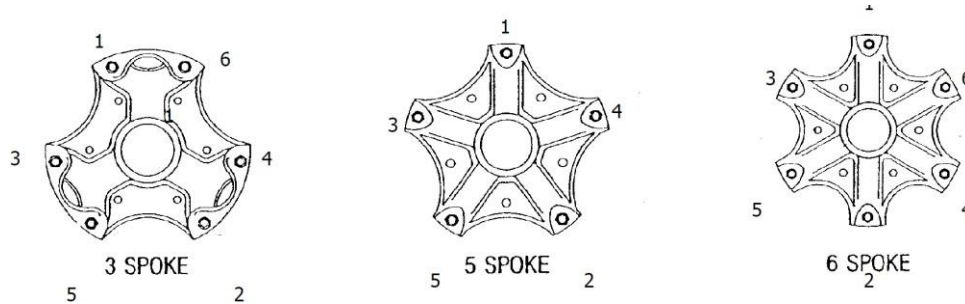


(Fig 1)

DEMOUNTABLE WHEEL

1. Clean the spoke wheel and rim mounting surfaces making sure that they are free from damage, paint, dirt, or rust. A wire brush should be used.
2. Slide the inside tyre and rim assembly over the cast spoke wheel and push back into position so that the 28 degree mounting surfaces mate. Be sure that the valve stem points out and is centred between two spokes.
3. Check the rim spacer for concentricity and assure yourself it has not been distorted or bent. Never install a bent or distorted rim spacer, if damaged or in doubt replace. Push the rim spacer over the spoke wheel with a consistent pressure on both sides. Guard against 'cocking' the rim spacer on the spoke wheel. The rim spacer should fit snugly on the spokes and against the inside rim gutter edge.
4. Slide outside tyre and rim assembly over the spoke wheel and push back into position. Be sure the valve stem points in and is centred between the same spoke as the inner valve stem. By placing the valve stems in this manner, both the inner and outer valve stems are accessible for tyre inflation.
5. Install all rim clamps and nuts. Run the rim clamp nuts down until the end of the stud is flush with the face of the nut, then revolve the wheel and tyre one half turn to allow the parts to seat naturally.

6. Tighten the rim clamp nuts down until they are snug, using the crisscross method as shown (Fig 2) for 3, 5 and 6 spoke wheels. Always rotate the nut to be tightened to the top position as shown below to ensure even application of the clamp forces against the rim for proper alignment.



(Fig 2)

7. Using a torque wrench, tighten all wheel nuts to ensure proper engagement of the wheel retaining systems.
8. Jack vehicle and removed stack stands.
9. Lower vehicle and remove wheel chocks.
10. Fit wheel nut indicators if required.
11. Follow tensioning process – note after 50km wheel nuts should be re-tensioned.

METHOD OF INDICATING REPLACED WHEELS

Fitters shall use the following type of communication to ensure drivers are aware that wheels have been removed and replaced.

Sticker	Steering Wheel Hanger
	

- Dealer own stickers and tags may be used.
- Stickers to be placed inside the cab i.e., steering wheel ensuring it is visible by the driver.
- Tags to be hung from the steering wheel or inside the cab visible by driver.



RE-TORQUE OF WHEEL NUTS

Wheel nuts are to be re-torqued immediately after 50kms from first use after tyres have been fitted.

Stickers & Tags:

- Re-torque stickers or tags on a vehicle indicate a re-torque is required.
- Tag/Sticker to be removed after re-torque.

Wheel nut Re-torquing Process:

- Wheel nuts are to be re-torqued to manufacturer's specifications as per the Australian Trucking Association Technical Advisory Procedure (ATA TAP), available from Australian Trucking Association website (<https://www.truck.net.au/public/resource-library>). Where a vehicle is not listed within the ATA TAP, the site isto supply the manufacturers specifications and agreed torque settings list to the Michelin and Michelin approved service provider.

If wheel nuts are found to be loose, remove the wheel assemblies and inspect for damage or wear on the wheels, hub, studs, nuts & check the mating surface then re-fit if no damage or unsafe wear is inspected.

Re-torque will need to be performed immediately after 50kms.

Michelin approved service provider will re-torque wheel nuts immediately after 50kms from first use after tyres have been fitted, subject to End User sending the vehicle to service provider for re-torque.

DISCLAIMER

The procedures provided by Michelin Australia for onsite services, removal and refitting of wheel assemblies, communication by tyre fitters to ensure drivers are aware of replaced wheels and re-torque of wheel nuts are aimed at trained and approved tyre dealers. Safety instructions found in the Michelin Truck and Bus tyre technical data book, <https://dcadprod.azureedge.net/b2c-experience-production/attachments/cklhzy306yb01nrjwmfjpkh-low-res-michelin-b2b-technical-data-booklet-2020.pdf>, should be adhered to.

For the avoidance of doubt, Michelin Australia hereby disclaims all liabilities arising from non-compliance with these procedures and shall not be liable for any direct or indirect, exemplary, incidental, special or punitive damages (including but not limited to lost revenue / income, loss of profit or loss of business advantage / opportunity) stemming from the non-compliance of these procedures.