



# Recall Bulletin



## F/CMVSS NONCOMPLIANCE RECALL

**SUBJECT:** Goodyear P255/65R18 109S Fortera HL Tires

**MODELS:** 2015 Buick Enclave  
2015 Chevrolet Traverse  
2015 GMC Acadia  
Equipped with 18" Goodyear Fortera HL Tires (RPO QLW)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Vehicles involved in this recall were placed on stop delivery January 16, 2015. Once the inspection and service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

### CONDITION

Certain 2015 model year Buick Enclave, Chevrolet Traverse, and GMC Acadia vehicles equipped with 18" Goodyear tires (RPO QLW) fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 110 and Canadian Motor Vehicle Safety Standard (CMVSS) No. 110, which require such vehicles to be equipped with tires that meet the requirements of FMVSS and CMVSS No. 139. Goodyear Tire & Rubber Company (Goodyear), has informed GM that certain P255/65R18 Fortera HL tires sold by Goodyear to GM and installed on such vehicles fail to conform to FMVSS 139. Goodyear has advised GM that this condition manifested in a test procedure for FMVSS 139, but that Goodyear does not believe this condition poses a safety risk.

### CORRECTION

Dealers are to inspect the DOT number embossed in the side wall of all four tires on affected vehicles using the inspection procedure below and replace any tire within the specified date code range.

### VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to US and Canadian dealers through the GM GlobalConnect Recall Reports. Dealers will not have a report available if they have no involved vehicles currently assigned. Dealers that have ordered involved parts for service will also be listed in the report contained in the Administrative Message (U.S.) or Dealer Communication (Canada).

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

#### PART INFORMATION

Replacement tires required to complete this recall are to be obtained from your local tire distributor through the normal GM tire program process. In the U.S. if you have questions regarding any tire issue, contact the GM Tire Program at 1-877-728-4737 or emailgmtirehelp@automed5.com for further information. Additional help is available directly from Goodyear. U.S. customers can call 800-755-2772. Canada customers should call 800-268-2216.

**Important: Only Goodyear Fortera HL P255/65R-18 tires may be used as replacement tires for this recall. Do not use alternate tires.**

<b>Part Number</b>	<b>Description</b>	<b>Quantity/Vehicle</b>
19162203	Goodyear Fortera HL P255/65R-18	1-4 (As Req'd)

INSPECTION AND SERVICE PROCEDURE

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1. Inspect all vehicle tires for suspect DOT date codes. The date code is located on the sidewall of the tire. Refer to the photograph for the location of the DOT date code (1). All vehicles built with P255/65R18 Fortera HL tires with DOT date code 4814 (Nov, 2014) through and including 0115 (Jan 2015) REQUIRE REPLACEMENT.
  - If tire replacement is NOT required, no further action is required.

**Note:** Each replaced Tire and Wheel Assembly MUST be checked for Radial Force Variation (RFV) before remounting on the vehicle. Tire and Wheel Assemblies must achieve an RFV of 24 lbs. (11 kg) or less. Assemblies with RFV above this specification MUST be Match Mounted (Vectoring) to achieve an RFV of 24 lbs. (11 kg) or less. Refer to the latest version of GM Service Bulletin #00-03-10-006K and Tire-to-Wheel Match-Mounting (Vectoring) in SI for complete information.

- If tire replacement is required, refer to *Tire and Wheel Removal and Installation* and *Tire Mounting and Dismounting* in SI.

**Note:** If the tire and wheel assembly cannot be made to return an RFV of 24 lbs. (11 kg) or less the tire must not be used. Contact your local tire distributor for exchange guidelines.

2. Ensure the recalled tires are damaged --- drilled or slashed --- so they can't be reused.

COURTESY TRANSPORTATION – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited

Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

#### WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

**Note: Select the appropriate add condition for each additional tire replaced.**

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>
9101226	Tire Inspection – No Further Action Required	0.2
9101246	Tire Replacement – 1 tire – Includes All Tires Inspection	0.5
	Add: To Replace Each Additional Tire (Inc. Mounting/Balancing)	0.2
	Add: To Replace Each Additional Tire (Inc. Mount/Vectoring/Balance)	0.4

#### CUSTOMER NOTIFICATION – For US and Canada

General Motors will notify customers of this recall on their vehicle.

#### CUSTOMER NOTIFICATION – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

#### DEALER RECALL RESPONSIBILITY – For US and Export (US States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

**This bulletin is notice to you that the new motor vehicles included in this recall may not comply with the standard identified above. Under Title 49, Section 30112 of the United States Code, it is illegal for a dealer to sell a new motor vehicle which the dealer knows**

**does not comply with an applicable Federal Motor Vehicle Safety Standard. As a consequence, if you sell any of these motor vehicles without first performing the recall correction, your facility may be subject to a civil penalty for each such sale.**

#### DEALER RECALL RESPONSIBILITY - All

All unsold new vehicles in dealer's possession and subject to this recall must be held and inspected/repaired per the service procedure of this recall bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your facility for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

