



Recall Bulletin

F/CMVSS NONCOMPLIANCE RECALL

SUBJECT: Goodyear P255/65R18 109S Fortera HL Tires
MODELS: Various Makes and Models
Serviced 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.

CONDITION

The Goodyear Tire & Rubber Company (Goodyear), has informed General Motors that certain P255/65R18 Fortera HL tires sold by Goodyear to GM and installed by GM dealers 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 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, however, in the event that this condition would manifest itself in tires in service, tread chunking, noise, or vibration may occur.

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

Various serviced models may have had a suspect tire installed during a service visit. A search of General Motors sales records has identified the following 3 categories of sales:

1. **Sales records that contain a VIN.** These identified VINs will be on the Investigate Vehicle History (IVH) screen in GM Global Warranty Management (GWM) system. GM will contact these customers.
2. **Sales records that contain a customer address but no VIN.** GM will contact these customers. The VIN will not appear in IVH.
3. **Sales records that do not contain a VIN or customer address.** Dealers are to search their part sales records to determine the name and address of the purchaser. If the purchaser is the owner of the vehicle, dealers are to send the owner a copy of the letter found in this bulletin, requesting that their vehicle be brought in for repair. If the purchaser is a body shop, independent repair shop, etc., dealers are to contact the repair facility and obtain the owner's name and address and send the owner a copy of the letter. The VIN

will not appear in IVH. A list of known sales of these parts by BAC code and invoice number is attached.

For dealers with involved vehicles that can be identified by VIN, a listing with involved vehicles containing the complete VIN, customer name, and address information has been prepared and will be provided to US and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. Dealers will not have a report available if they have no involved vehicles currently assigned.

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

As a GM Dealer, you are an authorized Goodyear Dealer. If you determine that you have the affected tires in stock or if you sold to customers as replacements, use the process outlined below under Warranty Transaction Information to return the tires and be reimbursed via a Goodyear Paper Warranty Claim Form. If you need clarification or assistance with the Goodyear procedures, please call the GM Tire Program at 877-728-4737, and they will help you work through the process outlined in the Goodyear Service Bulletin.

Replacement Tires

Replace qualifying tires with Fortera HL tires in the same size and sidewall designations

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

GM Part Number	Goodyear Product Number	Description	Quantity/Vehicle
19162203	151559248	Goodyear Fortera HL P255/65R-18	1-4 (As Req'd)

INSPECTION AND SERVICE PROCEDURE



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Inventory Inspection

Please check your parts inventory for any unsold subject tires. Any such tires found in inventory must not be sold and must be returned through the Goodyear warranty return process detailed under Warranty Transaction Information below.

- P255/65R18 Fortera HL tires with DOT date code 4814 (Nov, 2014) through and including 0115 (Jan 2015) must not be used and returned to Goodyear.

Vehicle Inspection

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

WARRANTY TRANSACTION INFORMATION

If the tires qualify, replace at no charge to the consumer. Complete a Goodyear Product Adjustment Claim Form for tire and handling allowance reimbursement.

Goodyear Adjustment Tire Preparation and Shipping Instructions

1. Dealer/Store will call infoLink at 800-755-2772, with the required information when adjustment tires are ready for return. Dealers in Canada should call 1-800-268-2216. When calling infoLink hold for a representative. Do not press any numbers on your phone keypad. See the return requirements below.
2. infoLink will record the information and pass it along to Goodyear Logistics.
3. Goodyear Logistics will contact you and schedule a pickup date for your adjustment tires. Adjustment tires will be picked up by a freight carrier designated by Goodyear.
4. Your adjustment tires will be returned to a Goodyear Product Service Center for processing.

Please Have Ready

- Non-Sig Number. (*This is the Goodyear Account Code displayed on the Home page of **gmtirebilling.com** or call GM Tire Program Team at 1-877-728-4737.*)
- Number of tires to be returned

Claim Forms and Adjustment Tire Labels

- Call the GM Tire Program Team at 1-877-728-4737, or
- For claims forms and Tire Labels, call Imagine Print Solutions 866-263-3316
 - Product Adjustment Claim Forms - Product Code 70086291816200
 - Tire Labels - Product Code 701601043

Goodyear Reimbursement Details

- Qualifying tires receive full acquisition cost
- Handling allowance for demount, mount and balance for mounted tire (s) = \$35 per tire
- Handling allowance for unsold, un-mounted tire (s) = standard allowance = \$7.50 per tire

Adjustment Claim Processing Instructions

- Complete a Product Adjustment Claim Form according to the instructions with the form.
- In the Removal Reason Box record "Fortera HL Recall"

With your next shipment of adjustment tires, return all tires adjusted under this recall to The Goodyear Product Service Center along with the adjustment claim form.

Independent of Goodyear return process submit a transaction using the table below which will close the recall. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Note: The following labor code will close the recall.

Labor Code	Description	Labor Time
9101302	Tire Inspection and/or Replacement Complete	0.2

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.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**



IMPORTANT SAFETY RECALL

March 2015

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has been informed by the Goodyear Tire & Rubber Company that certain P255/65R18 Fortera HL tires sold by Goodyear to GM fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 110, Paragraph 4.1 "Tire Selection and Rims", which requires such vehicles to be equipped with tires that meet the requirements of FMVSS No. 139, Paragraph 6.3.2 "New Pneumatic Radial Tires for Light Vehicles". As a result, GM is conducting a recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM recall 15067.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

Our records indicate that your vehicle may have been serviced with one of the recalled tires. 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 and could experience tread cracking. If the tire treads crack, a loss of tire pressure and possible tire failure may result, increasing the risk of a crash. In the event that this condition would manifest itself in tires in service, tread chunking, noise, or vibration may occur. Goodyear has filed a separate notice of noncompliance under 49 CFR part 573 that provides further detail (15T002).

What will we do?

Your GM dealer will inspect the tires and all tires that are identified within the DOT date range beginning 4814 through 0115 will be replaced with conforming tires. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection time of 15 minutes. If tire replacement is required, an additional 20 minutes to 1 hour and 10 minutes will be required, depending on the number of tires that require replacement.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Buick	1-866-608-8080	1-800-832-8425
Cadillac	1-866-982-2339	1-800-833-2622
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Oldsmobile	1-800-630-6537	1-800-833-6537
Pontiac	1-800-620-7668	1-800-833-7668
Saab	1-800-955-9007	
Saturn	1-800-972-8876	1-800-833-6000
Hummer	1-866-964-8663	
Guam	1-671-648-8450	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	
GM Medium Duty Truck	1-800-862-4389	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 15V044.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jeffrey M. Boyer
Vice President
Global Vehicle Safety

GM Recall #15067