

# F/CMVSS Noncompliance Recall

## 46600 Incorrect Certification Label Installed



**Reference Number:** N16204660  
**GWM Number:** 2046600

**Release Date:** June 2016  
**Revision:** 00

**Attention:** 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.

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.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Equinox	2016	2016		
GMC	Terrain	2016	2016		

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

<b>Condition</b>	General Motors has decided that certain 2016 model year Chevrolet Equinox and GMC Terrain vehicles may not comply with Federal/Canada Motor Vehicle Safety Standard No. 110, "Tire Selection and Rims for Motor Vehicles." Incorrect certification labels may have been affixed to these vehicles. If the certification labels are incorrect, the tire/rim size and cold tire pressure information on the certification label may be inaccurate. If a customer uses the incorrect tire/rim size and cold tire pressure information on the certification label, the customer may use the wrong tire/rim size or improperly inflate the tires, which could affect the driver's ability to control the vehicle in certain situations and could increase the risk of a crash.
<b>Correction</b>	Dealers will inspect, and if necessary, replace the certification label.

### Parts

No parts are required for this repair.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102330	Inspect VIN and Certification Labels, Provide Photos – No Further Action Required	0.3	ZFAT	N/A
9102373	Inspect VIN and Certification Labels, Provide Photos – Remove and Install Certification Label	0.6	ZFAT	N/A

### Service Procedure

#### INSPECTION PROCEDURE

Use the following steps to verify the VIN number under the windshield glass matches the VIN number on the certification label located on the B-pillar in the driver front door opening. If the numbers match, no further action is required. If the numbers do not match, a replacement certification label will need to be ordered and installed.

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Verify that the VIN number under the windshield glass matches the VIN number on the certification label located on the B-pillar in the driver front door opening.

- If the two VIN numbers **MATCH**, please send two photos showing the two VINs to Clifford Yee at [clifford.yee@gm.com](mailto:clifford.yee@gm.com). No further action is required.
- If the two VIN numbers **DO NOT MATCH**, please send two photos showing the two VINs to Clifford Yee at [clifford.yee@gm.com](mailto:clifford.yee@gm.com). Order a replacement certification label through the Dealer Business Center (DBC).

### **LABEL REMOVAL AND INSTALLATION**

This is a tamper-proof label and will not peel off in one piece. Do not place the new label on top of the existing label.

1. Peel the certification label off of the vehicle starting at one corner. This will remove the top layer of the label leaving a silver colored base layer on the vehicle.
2. Use isopropyl alcohol and a rag to soften and remove the remaining portion of the label. Ensure all of the adhesive material is removed before installing the new label.
3. Firmly hold the new label and peel the protective liner from the back side, being careful not to touch or contaminate the adhesive with dirt or foreign matter.
4. Carefully align the new label to the surface, press firmly and smooth out the entire label ensuring the corners are fully adhered.

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### Dealer Responsibility – For USA

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.

### Dealer Responsibility – All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

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. 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 dealership 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.

### Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. 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.

### Customer Notification

USA & Canada - General Motors will notify customers of this recall on their 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**