

Representative Letter – Customer letters are brand, model and model year specific; listing the 17-digit VIN and are personalized.



# IMPORTANT SAFETY RECALL

December 2020

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

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

General Motors, based on information provided by Continental Tires the Americas (CTA), has decided that a defect which relates to motor vehicle safety exists in certain Continental tires installed as original equipment on certain 2020 model year Buick Enclave, Cadillac XT5, Chevrolet Traverse, and GMC Acadia, and 2020-2021 model year Chevrolet Silverado and GMC Sierra vehicles. As a result, GM is conducting a safety 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 safety recall N202319030.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

According to the tire manufacturer, Continental Tires the Americas (CTA), the affected tires may have an overcure condition and CTA has initiated a safety recall for these tires.

According to CTA, overcured tires may experience a carcass break in the sidewall with sudden air loss or could develop a belt edge separation which could lead to partial or full tread/belt loss. These conditions may increase the risk of a crash.

### What will we do?

Your GM dealer will inspect your vehicle's tires. If a tire has the DOT number and production mold number combinations identified by Continental as subject to the recall, your dealer will replace the tire with a new tire of the same or equivalent size and description free of charge, including mounting, balancing and taxes.

If you have already replaced an affected tire prior to your receipt of this notice due to the condition described, Continental may reimburse you for the cost of the comparable replacement tire, including mounting, balancing and taxes. To be eligible for reimbursement, you must complete a Reimbursement Request Form and submit this form with the required documents to Continental. The Reimbursement Request Form is available at [www.continentaltire.com](http://www.continentaltire.com), scroll to the bottom of the page and click on TIRE RECALL or you may request a form by calling CTA Customer Relations at 1-888-799-2168.

The tires must meet both DOT and mold number in order to be part of the recall. Details of the DOT and mold number combinations can also be found on [www.continentaltire.com](http://www.continentaltire.com), scroll to the bottom of the page and click TIRE RECALL.

Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection or service correction time of approximately 90 minutes.

### 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
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

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 20V684.

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

Maryann L. Combs  
Vice President  
Global Vehicle Safety

GM Recall: N202319030