

# F/CMVSS Noncompliance Recall

## A202304070 Label Missing Tire and Wheel Information



**Release Date:** May 2020

**Revision:** 01

**Revision Description:** This bulletin has been revised to advise US and Canadian dealers how to order additional labels, if needed. This revision also includes the customer letter. Please discard all previous copies of bulletin A202304070.

**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.

The service procedure in this bulletin (install a label) can be performed quickly and easily. To reduce the inconvenience to the customer, if a customer brings their vehicle and their label(s) into your facility for installation, please have this recall performed on the vehicle immediately, if possible, so that the customer does not have to leave their vehicle at the facility.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Trailblazer	2021	2021	QCV	17" Wheel and Tire

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 2021 model year Chevrolet Trailblazer vehicles with optional 17" sport terrain tires fail to conform to Federal/Canada Motor Vehicle Safety Standard No. 110, "Tire Selection and Rims for Motor Vehicles." The certification label on these vehicles does not provide the tire size and cold tire pressure for front and rear tires, as required. Because the labels do not contain this information, there exists a risk that customers may overinflate or underinflate their tires, increasing the risk of a crash.
<b>Correction</b>	Because this label can easily be installed by the customer, and to reduce their inconvenience, corrected labels and installation instructions will be mailed to customers of record. Dealers will receive labels for installation on the vehicles in their inventory.

### Parts

Quantity	Part Name	Part No.
1	Wheel and Tire Label Overlay	202304070

### Do not order labels from GMCCA.

An initial supply of labels will be pre-shipped to involved dealers of record. This pre-shipment is scheduled to begin and conclude the week of May 18, 2020, and will be approximately 100% of each dealer's involved vehicles in inventory. It is estimated that only 89 involved vehicles will require a new label. **Due to the small number of vehicles anticipated that will need this fix and the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

USA:

Parts required to complete this recall are to be ordered online, through the GM 1Store via GlobalConnect. Please log in and order the appropriate item number label(s) using the chart above. The label will be provided at **no charge**.

Canada:

In Canada, please contact the Warranty Call Centre at 1-888-222-5546 to order labels on an as-needed basis using the appropriate item number label(s) using the chart above. The label(s) will be provided at **no charge**.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105156	Install Wheel and Tire Label Overlay	0.2	ZFAT	N/A

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### Service Procedure

**IMPORTANT:** Verify the tire size information on the service label matches the actual tire sidewall information before proceeding with this procedure.


1. Open the left front door.



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2. Locate the silver certification label on the lower area of the driver side center pillar. Ensure that the label surface and the area surrounding the label is clean and dry. Use a non-oil based cleaner, preferably isopropyl alcohol (rubbing alcohol) to clean the label surface and the area surrounding the label.

	TIRE SIZE	SPEED RTG	RIM	COLD TIRE PRESSURE
FRT	P225/60R17	H	17X7.5J	240 KPA(35 PSI)
RR	P225/60R17	H	17X7.5J	240 KPA(35 PSI)
SPA	T125/70R16	M	16X4.0BT	420 KPA(60 PSI)

SEE OWNER'S MANUAL  FOR MORE INFORMATION.

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**NOTE:** The service label only contains the tire information portion of the label, not the complete label. Align the service label with the blank tire size section of the existing label.

3. Remove the backing from the new label.

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4. Apply the label in the location shown and smooth the label from the center out.
5. Close the door.
6. CALIFORNIA VEHICLES ONLY: Complete a "Proof of Correction" certificate and provide to the vehicle owner upon recall completion.

### Dealer Responsibility – For USA & Export (USA 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.

### 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. 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 field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

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### 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

US & Canada - General Motors will notify customers of this recall on their vehicle. (see copy of customer letter included with this bulletin)

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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

June 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 has decided that certain 2021 model year Chevrolet Trailblazer vehicles with optional 17" sport terrain tires fail to conform to Federal/Canada Motor Vehicle Safety Standard No. 110, "Tire Selection and Rims for Motor Vehicles." The certification label on these vehicles does not provide the tire size and cold tire pressure for front and rear tires, as required. Because the labels do not contain this information, there exists a risk that customers may overinflate or underinflate their tires, increasing the risk of a crash. 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 A202304070.
- Install the enclosed label or schedule an appointment.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

The certification label on these vehicles does not provide the tire size and cold tire pressure for front and rear tires, as required. Because the labels do not contain this information, there exists a risk that customers may overinflate or underinflate their tires, increasing the risk of a crash.

### What will we do?

The wheel and tire certification label overlay for your vehicle is enclosed. To reduce your inconvenience, you can install the label easily by following the enclosed instructions. If you desire, however, you may take the label to your dealer for installation within the next 60 days. This service will be performed for you at **no charge**.

### What should you do?

You should install your wheel and tire certification label overlay.

If you would like your dealer to install the label, you should contact your Chevrolet dealer to arrange a service appointment as soon as possible. Bring the label with you when you visit your dealer.

### 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)
Chevrolet	1-800-630-2438	1-800-833-2438
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 20V295.

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

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Maryann L. Combs  
Vice President  
Global Vehicle Safety

Enclosure  
GM Recall: A202304070