

Product Safety Recall

N202319030 Tires Overcured



Release Date: December 2020

Revision: 01

Revision Description: This bulletin is being revised to update the service procedure, warranty claim, tire return process and to add the customer letter. Please discard all previous copies of bulletin N202319030.

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		
Buick	Enclave	2020	2020		
Cadillac	XT5	2020	2020		
Chevrolet	Silverado 1500	2020	2021		
Chevrolet	Traverse	2020	2020		
GMC	Acadia	2020	2020		
GMC	Sierra 1500	2020	2021		

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.

Condition	General Motors 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. 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.
Correction	Dealers will inspect vehicles and replace tires that have DOT number and production mold number combinations identified by Continental.

Parts

Quantity	Part Name	Part No.
As Required	255/55 R20 107H Continental Cross Contact LX20	84406073
As Required	255/70 R17 112S General Grabber HTS	23376686
As Required	235/65 R18 106H Continental Cross Contact LX Sport	84458189

US Dealers:

If you have concerns acquiring replacement tires through your normal process, please call the GM Tire Program at 1-877-728-4737.

Canada Dealers:

If you have concerns acquiring replacement tires through your normal process, please call their Continental Rep or 1-855-453-1962.

Export Dealers:

All export dealers are required to submit their involved vehicle claims once completed in cooperation with the local Continental Tire Distributor. Follow the documentation instructions later in this bulletin.

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Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105381	Inspect 4 Road Tires for Production Information (Inspect Only)	0.2	ZFAT	N/A
9105382	Replace First Tire (Includes Inspection)	0.5		
	Add: Each Additional Tire Replacement	0.3		

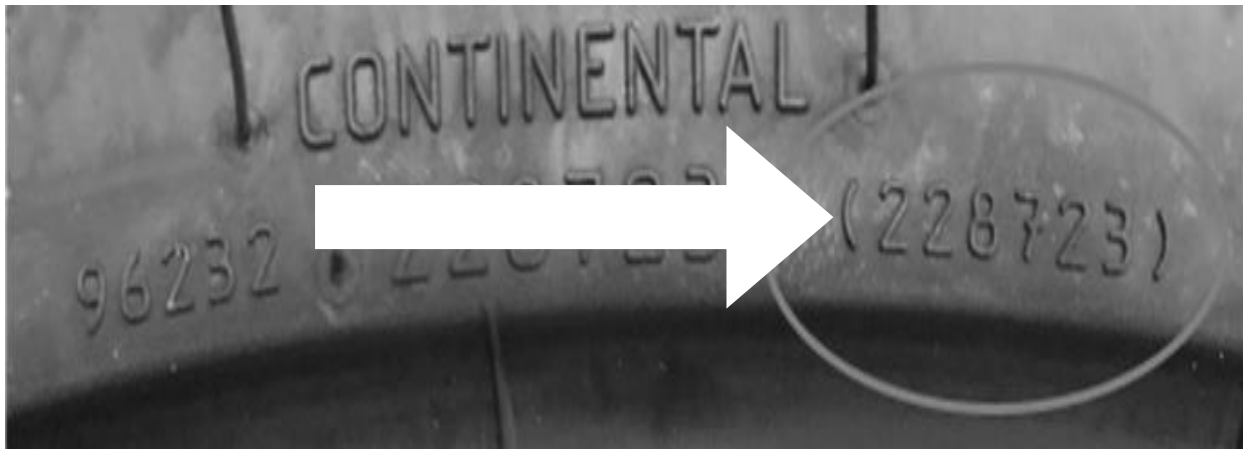
US & Canada - Net / Admin Allowance - \$25 may be claimed for submitting the Tire Pre-Repair Authorization (PRA) into the Global Warranty Management (GWM) system and to return the tire(s) to the tire manufacturer.

US & Canada - Please do NOT cut, drill or destroy the tire. Tires subject to this recall must be returned whole and intact.

Export Dealers Only (Israel, Mexico, Middle East and New Zealand): Export dealers must submit their involved vehicle claims once completed in cooperation with the local Continental Tire Distributor.

Service Procedure

This procedure involves inspecting the tire sidewall for manufacturing information. The mold number, in parenthesis along with the last four numbers in the DOT stamp (Date Code) indicate if the tire is involved in this recall. See the examples in the photographs below.



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Tire Information Chart

Model	Affected PN	Affected DOT wk(s) – Mold # combination
Silverado, Sierra	23376686	3020 - 418570
Enclave, Traverse	84406073	0120 - 421241 0220 - 421238 0420 - 421246 0820 - 421236
Acadia, XT5	84458189	0220 – 418538 0220 – 415347

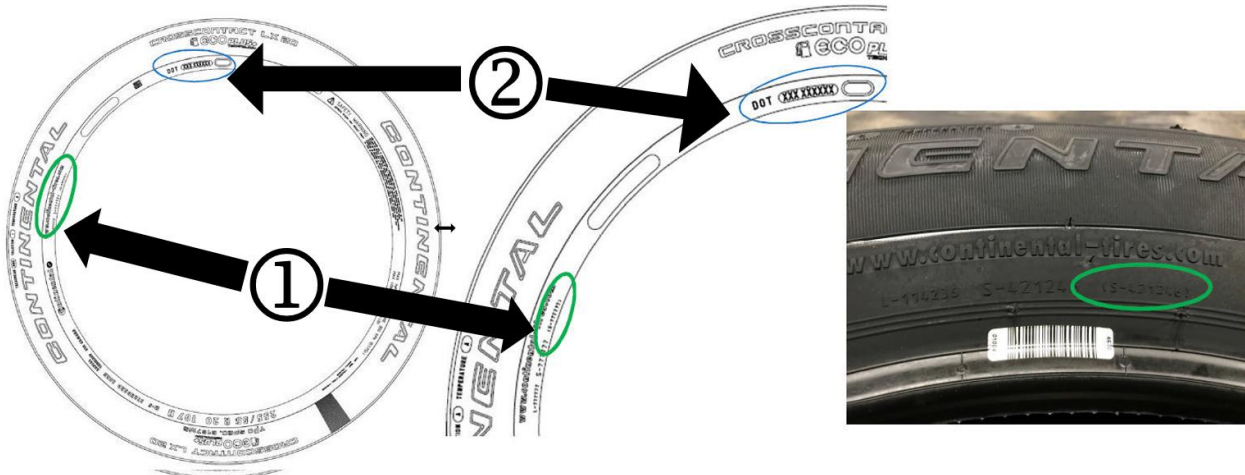
The tires must contain the exact DOT week and mold number combination as specified in the chart above. There is only one possible combination for Silverado/Sierra, there are only 4 possible combinations for Enclave/Traverse and there are only 2 possible combinations for Acadia/XT5.

US & Canada - Please do NOT cut, drill or destroy the tire. Tires subject to this recall must be returned whole and intact.

Traverse and Enclave

– Traverse / Enclave

255/55 R20 107H Continental CrossContact LX20



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1. Inspect the tire sidewall as shown and verify the mold number (1) and DOT week (2).
2. If the mold number and DOT date fall within the **Affected DOT wk(s) – Mold # combination** in the tire information chart, replace the tire.

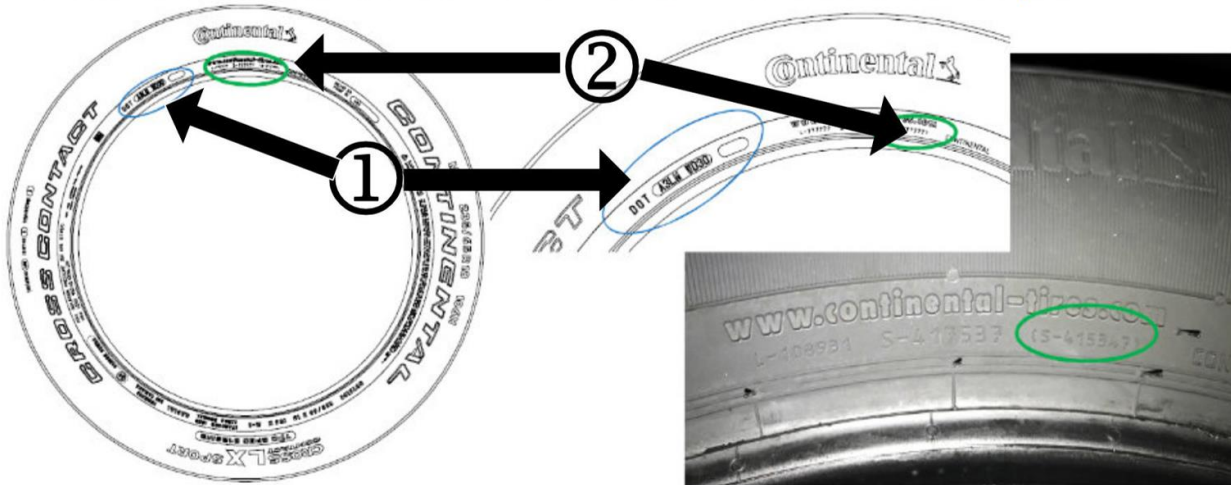
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Acadia, XT5

235/65 R18 104 H Continental Cross Contact LX Sport



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1. Inspect the tire sidewall as shown and verify the mold number (2) and DOT week (1).
2. If the mold number and DOT date fall within the **Affected DOT wk(s) – Mold # combination** in the tire information chart, replace the tire.

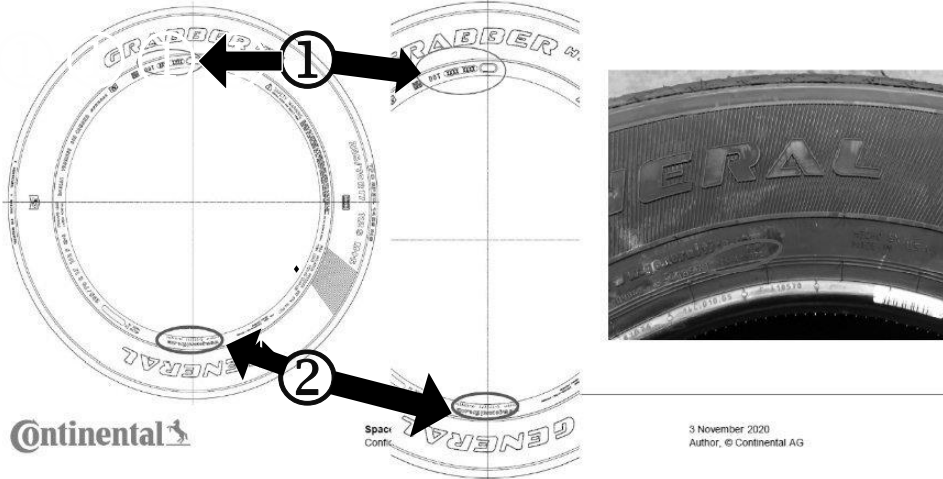
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Silverado and Sierra

– Silverado / Sierra
255/70R17 112S General Grabber HTS



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1. Inspect the tire sidewall as shown and verify the mold number (2) and DOT week (1).
2. If the mold number and DOT date fall within the **Affected DOT wk(s) – Mold # combination** in the tire information chart, replace the tire.

Additional Procedures Applicable to Export Countries Only (Israel, Middle East, New Zealand and Mexico)

Dealers are required to contact local customers to coordinate vehicle inspection with the local Continental Tire Distributor. Inspections can be done at either the dealer or tire distributor.

If the mold number and DOT date fall within the information in the chart, the tire needs to be replaced.

The defective tire must have the sidewall information documented with photos. It is also necessary to drill two holes in the tire sidewall to ensure it is not put back into service.



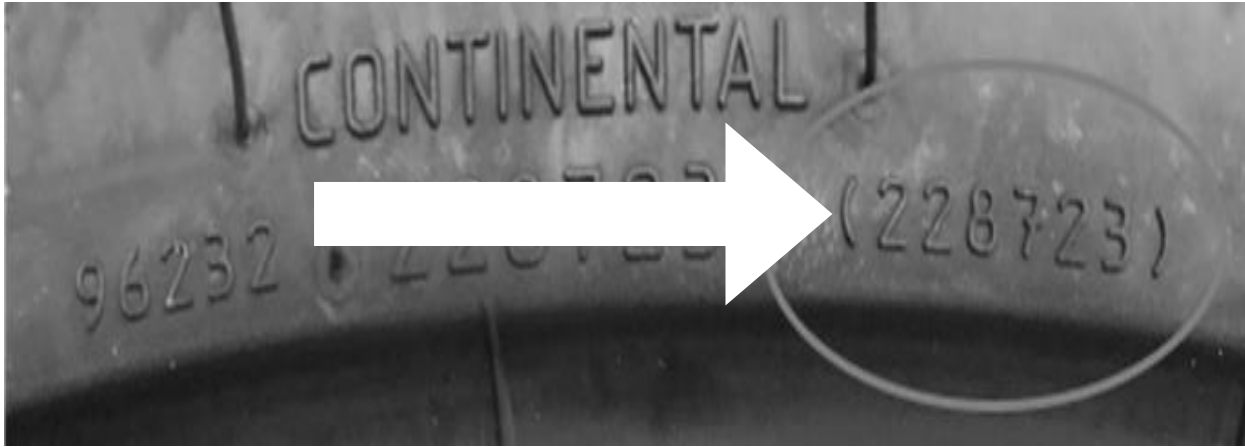
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1. Take a picture of the DOT stamp (Date Code).



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2. Take a picture of the mold number, in parenthesis.



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3. Take a picture of the bar code.



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4. Drill two 13mm holes in the tire sidewall above the bar code label. Take a picture of the holes, including the barcode label.

Tire Return Instructions:

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Note: The recalled tire return procedures are region specific. Please follow your country's return procedures outlined below.

For US and Canada:

The following process only applies to vehicle tires replaced per this recall. Follow the normal process for all other warranty replacement tires.

Please do NOT cut, drill or destroy the tire. Tires subject to this recall must be returned whole and intact.

Create a New Pre-Repair Authorization Document in Global Warranty Management (GWM)

- Select ZREG transaction type
- Select Tire Replacement Pre-Repair Type
- Enter required information on Pre-Repair Authorization tab. Required fields are marked with an "**". Enter 8060460 in the Labor Operation field.
- Enter required information on the Tire Authorization tab. Select "Other" as the Removal Reason and enter "Product Safety Recall N202319030" in the text box.
- For the two questions at the bottom of the page:
 - Select "Yes" for the first question at the bottom of the page (Was there visible cracking....?) and enter "Product Safety Recall N202319030" in the text box.
 - Select "No" for the second question (Did the tire issue cause.....?)
- Print the GWM Tire Replacement Document. Attach a copy of the complete Document to the job card.
- Detach the shipping label portion of the document, attach a copy to each tire using clear packing tape.
- Mark tires with the word "RECALL" on the sidewall
- Ship tire(s) immediately to address on GWM shipping label.
- Once the PRA is in "Accept" status, submit the transaction as follows:
 - Select ZFAT transaction
 - Enter Pre-Repair Authorization Number in the "Reference Number" field
 - Use applicable tire replacement labor operation provided in this bulletin (9105382)
 - Enter replacement tire part number and quantity in the Parts section
 - No proration applies to used tires subject to this recall
 - DO NOT select GM Pre-Repair Authorization in the "Authorization/Comments" section of the transaction
 - DO NOT enter the PRA number in the Pre-Repair Authorization Number field.

For EXPORT COUNTRIES (Israel, Middle East, New Zealand and Mexico)

Take photos per the service procedure and email to the country specific email address below.

Provide photos captured in the procedure above to the appropriate country representative listed in the table below.

Email Subject Line: GM Tire Recall N202319030

Country	Email Photos of Tire Information
Mid-East (Not Israel)	Abdelrahman Elshami / abdelrahman.elshami@conti.de
Israel	Rene Fongang / rene.fongang@conti.de
New Zealand	Burkhard Kabelitz / burkhard.kabelitz@contityres.com.au
Mexico	Camila Laveli / servicioclientes@conti.com.mx

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

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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 customer. 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.

Dealer Reports

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this recall. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses 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 may be a violation of law in several states.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual for courtesy transportation program details.

Customer Notification

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

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.

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

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, 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, 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.

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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

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