

Product Safety Recall

N202319030 Tires Overcured



Release Date: November 2020

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		
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

If you have concerns acquiring replacement tires in a timely manner please call the GM Tire Program at 1-877-728-4737 for assistance locating replacement tires. You may also contact Continental Customer Relations at 1-888-799-2168 for inventory inquiries.

Warranty Information

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

*All GMOD dealers are required to submit their involved vehicle claims once completed in cooperation with the local Continental Tire Distributor.

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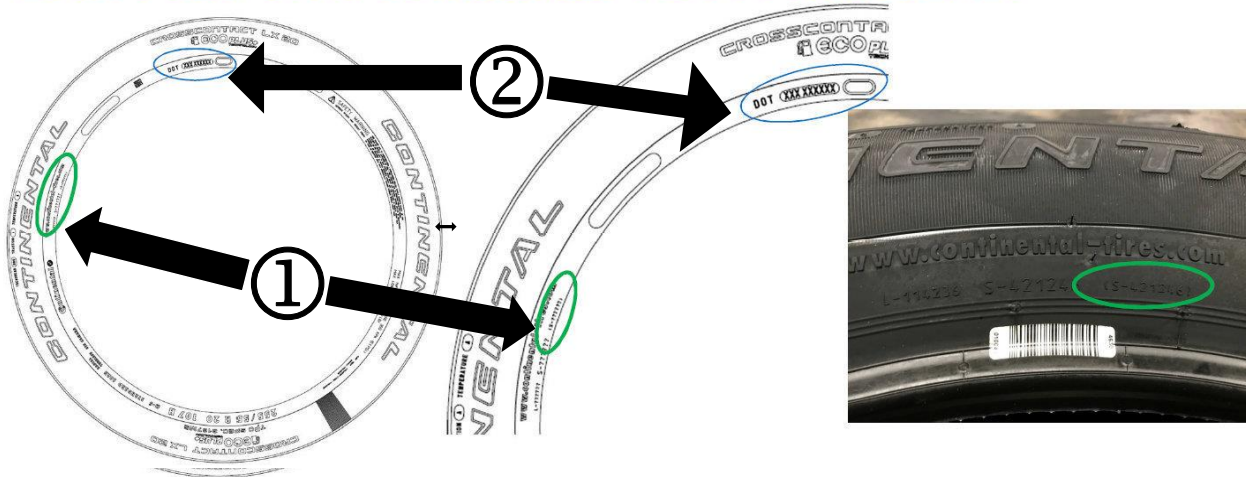
Service Procedure

Tire Information Chart

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

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.

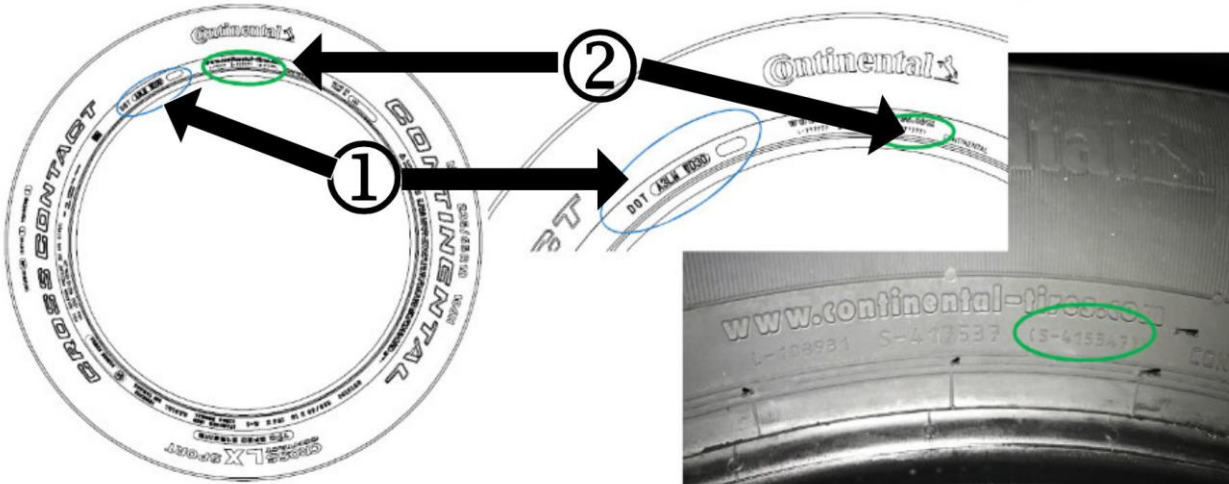
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Acadia, XT5

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.

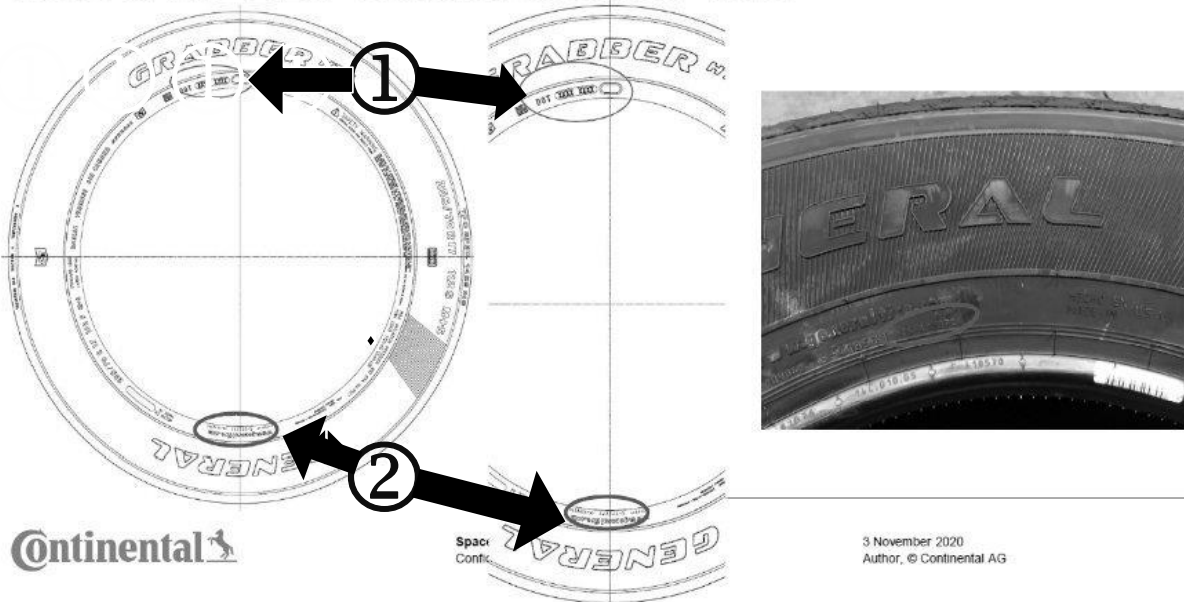
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Silverado and Sierra

– 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.

Service Procedure (GMOD EXPORT COUNTRIES Israel, Middle East and New Zealand)

Dealers are required to contact local customers to coordinate vehicle inspect with the local Continental Tire Distributer. Inspections can be done at either location.

If the mold number and DOT date fall within the information in the chart, the tire needs to be replaced and that portion of the tire will need to be cut out from the tire and returned.

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1. Use a utility knife to cut through the sidewall and remove the entire DOT.
2. Repeat the above step for the mold number. Remove the entire mold number.

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3. Drill 13mm holes on both sides of the tire bar code label, located in the tire bead. This is to ensure the tire is not reused.
4. Take a picture of the tire bar code with the two holes drilled through the tire.
5. Attach the photo, cut out DOT and mold number sidewall sections to the proper paperwork and return to the continental tire service center listed below.

Tire Return Instructions:

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

For USA:

General Motors dealers returning tires subject to this recall program are to ship these tires separately from their normal warranty returns, using a separate shipment. (Note: For normal warranty returns continue to follow all current procedures.) Submit all information via the GWM system. You must indicate "RECALL" in the Reason for Removal field. If the VIN is not located in the GWM system, please call Continental at 1-888-799-2168 (830a-530p EST). Please print out the GWM Form and attach it to the tire(s) and clearly mark the tire with the word "RECALL" on the sidewall. Please do NOT cut or destroy the tire. Tires subject to this recall must be returned whole and intact. Return all tires via UPS, call 1-888-799-2168 and request a pre-paid shipping label that can be sent via e-mail.

Ship tires to:
Continental Tire Service Center
Ref Code RECALL
854 Paragon Way
Rock Hill, SC 29730.

GM dealers in Hawaii, Alaska and Puerto Rico or any tire dealer needing additional assistance should call 1-888-799-2168 regarding return of a tire that has been in service.

For Canada:

General Motors dealers returning tires subject to this recall program are to ship these tires separately from their normal warranty returns, using a separate shipment. (Note: For normal warranty returns continue to follow all current procedures.) Submit all information via the GWM system. You must indicate "RECALL" in the Reason for Removal field. If the VIN is not located in the GWM system, please call Continental at 1-888-799-2168 (830a-530p EST). Please print out the GWM Form and attach it to the tire(s) and clearly mark the tire with the word "RECALL" on the sidewall. Please do NOT cut or destroy the tire. Tires subject to this recall must be returned whole and intact.

Return tires have to be sent via Purolator Courier (www.purolator.com or 1-888-744-7123) on the Continental account – 1588076 – ship collect to:

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Continental Tire Canada
12333 Airport Rd
Caledon ON
L7C 2X3
Attn: Recall

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

General Motors GMOD dealers with tires subject to this recall program are to ship the cut-out portion of the tire.

Ship cut portion of the tires and photo to:

Kundendienst DACH - Befundung
z.Hd. Lutz Friedrich +49-511-976-3494
Continental Reifen
Jaedekamp 30
30419 Hannover

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. 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

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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.

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act.

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**