

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5883
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 29, 2021

Subject: Upcoming Safety Recall N212329780
Mismatched Spare Tire

Models: 2020-2021 Chevrolet Silverado HD
2020-2021 GMC Sierra HD

To: All General Motors Dealers

General Motors has notified the National Highway Traffic Safety Administration (NHTSA) about an upcoming safety recall that involves certain 2020 – 2021 model year Chevrolet Silverado 2500 and GMC Sierra 2500 vehicles equipped with a 17" spare tire (RPO ZHQ or ZXT) and either (i) the 20" accessory road tire (RPO REM) or (ii) the 18" accessory road tire (RPO Q2V). The GM recall number is N212329780.

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 until the defect is remedied.

If the 17" spare tire is installed at one of the rear locations in these vehicles while one of the listed accessory tires is installed in the other rear location, differences in revolutions per kilometer (RPK) between the rear tires may prevent the anti-lock braking system (ABS) from controlling the rear wheels independently on low friction surfaces. The difference in revolutions per kilometer between the 17" spare tire and the 18" and 20" accessory road tires exceeded internal guidelines. If the ABS system cannot control the rear wheels independently on low friction surfaces, there is an increased risk of a crash.

Parts are not currently available, but when parts are available, dealers are to provide an 18" spare tire and wheel assembly to owners confirmed to have the 20" or 18" accessory road tires. Dealers will also apply a new spare tire information label over the existing tire placard label. Owners will also be provided an Owner's Manual insert explaining the 18" spare tire that should be used with 18" or 20" accessory road tires and the 17" spare tire be used with the 17" original tires.

Until further instructions are received, involved vehicles that are in dealers' possession (new or used vehicle inventory, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc.) must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration purposes or any other dealer use. All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified.

The Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system has been updated for this upcoming recall on July

29, 2021. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries.

Question and Answer Document (Q&A)

Attached to this message you will find a document that addresses the ten most likely questions customers may have regarding this Safety Recall. Please use this information as an aid to confidently answer customer concerns.

Dealers will be advised when the recall bulletin is released. Until the recall bulletin is released, the IVH screen in GWM will display "N/A" under Release Date and "Incomplete – Remedy not yet available" under Status. This means the required repair is not yet available and dealers should not attempt to perform any repairs.

END OF MESSAGE
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