

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5949
URGENT - DISTRIBUTE IMMEDIATELY

Date: September 30, 2021

Subject: Safety Recall N212343560 – Expansion of Population
Tire Delamination

Models: 2021 – 2022 Chevrolet Equinox
2021 – 2022 GMC Terrain

To: All General Motors Dealers

On August 5, 2021, GM released Safety Recall N212343560. Additional VINs have been added to this recall.

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.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen has been updated. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

Customer Letter Mailing

For this added population, customer letters will begin mailing in October 2021.

The Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system has been updated. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries.

END OF MESSAGE
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