

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6008
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 16, 2021

Subject: Stop Delivery Order for Upcoming Safety Recall N212346510
Mismatched Spare Tire

Models: 2019 - 2021 Chevrolet Silverado 1500
2019 - 2021 GMC Sierra 1500

To: All General Motors Dealers

STOP DELIVERY ORDER

Effective immediately, stop the delivery of certain 2019 – 2021 model year Chevrolet Silverado 1500 and GMC Sierra 1500 vehicles equipped with a 17” spare tire (RPO RHM, QBR, or XCQ) and also equipped with (i) 22” accessory road tires (RPO XD5 or XAH), (ii) 20” accessory road tires (RPO XDF) or (iii) 18” accessory road tires (RPO RCP), in new or used vehicle inventory. General Motors has notified the National Highway Traffic Safety Administration (NHTSA) about an upcoming safety recall that involves these vehicles. The GM recall number is N212346510.

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 original 17” spare tire is installed on the vehicle opposite one of the listed accessory tires, the anti-lock braking system (ABS) may not independently control the rear wheels on low-friction surfaces. If installed on opposing rear wheels in the subject vehicles, the difference in revolutions per kilometer (RPK) between (a) the original spare tire and (b) 22”, 20”, or 18” accessory road tires can interfere with the operation of the vehicle’s ABS system. If the ABS system cannot control the rear wheels independently on low-friction surfaces, there is an increased risk of a crash.

To correct this condition, dealers will provide a 17” spare tire and wheel assembly with compatible RPK rating to owners confirmed to have the 22”, 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 clarifying which spare tire that should be used with the 22”, 20” and 18” accessory road tires and the spare tire to 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 will be updated for this upcoming recall on December 16, 2021. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries.

A list of involved vehicles that have been identified as being in dealer new vehicle inventory is attached to this message. It is sorted by dealer Business Associate Code (BAC) for easy reference. Your dealership's BAC will not be listed if none of the involved vehicles are currently in your new vehicle inventory. To identify involved vehicles in dealer used inventory, run an Open VIN Report or Field Action Initiation Report using Field Action Reports-GFAM within the Maxis Dealer Application in GlobalConnect.

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.

Until the recall bulletin is released, the Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system 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.

We are working with the supplier to obtain the required parts as quickly as possible. When a sufficient quantity of parts are available, the recall bulletin will be released and dealers can begin repairing vehicles.

END OF MESSAGE
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