



IMPORTANT SAFETY RECALL

September 2021

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 has decided that a defect, which relates to motor vehicle safety, exists in certain 2021 – 2022 model year Chevrolet Equinox and GMC Terrain. 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.

<p>IMPORTANT</p> <ul style="list-style-type: none"> • Your vehicle is involved in GM safety recall N212343560. • 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, Hankook Tire America Corporation (Hankook), under certain conditions, these tires may experience tread delamination because of a manufacturing irregularity. Delamination of tread may occur at high speeds. The tire will likely not deflate or burst, but the tread separation might compromise vehicle handling, increasing the risk of a crash.

What will we do?

Your GM dealer will inspect DOT number and/or barcode information on all tires on vehicles in the population and replace specific tires from the subject DOT number 0521. This service will be performed for you free of charge.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

If you have already replaced an affected tire prior to your receipt of this notice due to the condition described, Hankook Tire will reimburse you for the cost of the comparable replacement tire, including mounting, balancing, and taxes. To be eligible for reimbursement, you must call Hankook Tire at 1-800-Hankook (426-5665), option 0, and provide the relevant documentation as instructed. For owners located in Canada, you must call Hankook Tire at 1-905-463-9802, extension 710. The tire must meet both the DOT and barcode number to be part of the recall. However, Hankook will also replace tires with an unreadable barcode. If a vehicle has one or three tires installed that are part of the recall, Hankook will provide replacement tires to ensure that both tires on an axle are replaced.

Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection and service correction time of approximately two hours.

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)
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 21V612.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Regina A. Carto
Vice President
Global Product Safety and Systems

GM Recall: N212343560