

F/CMVSS Noncompliance Recall

N212340735 Tire Loading Information Incorrect



Release Date: August 2021

Revision: 02

Revision Description: This bulletin is being revised to update the parts language. Please discard all previous copies of N212340735.

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.

Owners of record will be mailed their Cargo Carrying Capacity Reduced Label via 1st class mail in the near future. **DO NOT ORDER LABELS FOR CUSTOMER OWNED VINS** as they will receive them directly from General Motors.

The service procedure in this bulletin (install a label) can be performed quickly and easily. This process should only need to be completed on dealer inventory vehicles or if a customer brings their vehicle and their label into your facility for installation.

Make	Model	Model Year		RPO	Description
		From	To		
GMC	Canyon	2021	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 certain 2021 model year GMC Canyon vehicles fail to conform, in part, to S4.3 of Federal/Canada Motor Vehicle Safety Standard (F/CMVSS) No. 110, "Tire Selection and Rims for Motor Vehicles with a GVWR of 4,536 kilograms (10,000 pounds) or less." The vehicle capacity weight printed on the Tire and Loading Information placard is 22.5 kg (51 lbs.) more than intended. Loading in excess of the correct vehicle capacity weight may affect driving dynamics under certain conditions, increasing the risk of a crash.
Correction	GM will mail owners a B-pillar label that provides a corrected vehicle capacity weight. Owners may bring their label to a dealer for installation if they are uncomfortable applying it themselves.

Parts

To order a replacement Cargo Carrying Capacity Reduced Label:

USA Dealers: If a customer no longer has their label or the vehicle is in dealer inventory a label can be ordered online through the GM 1Store via GlobalConnect. The label will be provided at no charge. Please order the label using item number 212340732 or the bulletin number N212340732. This may be similar language to Service Update N212340732 where we are using the same label. When you receive the label, it may be noted as N21-234073 as this means it applies to both field actions.

Canada Dealers: If a customer no longer has their label or the vehicle is in dealer inventory, a label can be requested contacting the Warranty Call Centre at 1-888-222-5546. Dealers will be required to provide a VIN at the time of ordering. Order item number 212340733 or the bulletin number N212340733. This may be similar language to Service Update N212340732 where we are using the same label. When you receive the label, it may be noted as N21-234073 as this means it applies to both field actions.

Warranty Information

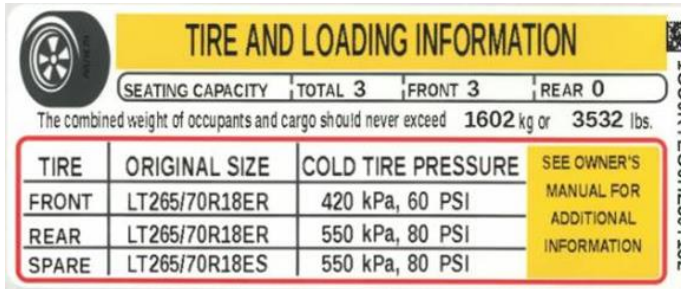
Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105843	Install Cargo Carrying Capacity Reduced Label	0.2	ZFAT	N/A

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Service Procedure



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1. Locate the Tire and Loading Information label on the "B" pillar in the driver side front door jamb.

Note: The graphic below shows both the US and Canadian versions of the Cargo Carrying Capacity Label.



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2. Select the appropriate language Cargo Carrying Capacity Reduced Label for your sales market.

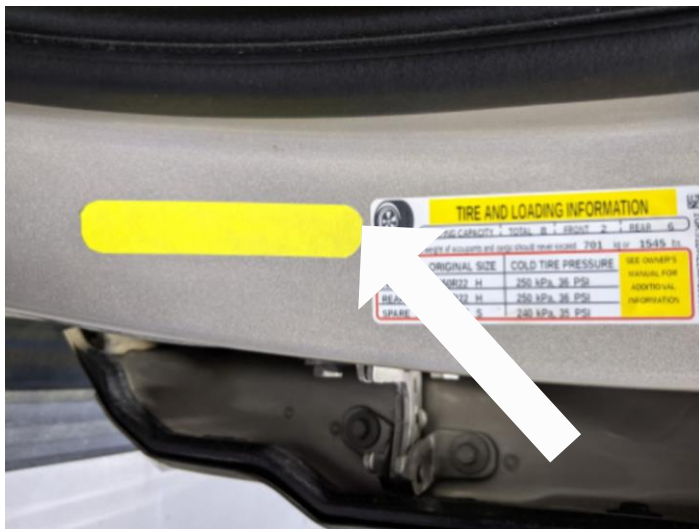
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3. Clean the mounting surface using isopropyl alcohol and dry with clean, lint free cloth. Receiving surface MUST be clean, dry and free of any contaminants.
4. Firmly hold the new label and peel protective liner from the back side, being careful not to touch or contaminate the adhesive with dirt or foreign matter.



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5. Carefully align the top edge of the new label to the existing Tire and Loading Information label. Press firmly and smooth out entire label ensuring corners are fully adhered.

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.

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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. A copy of the customer letter is provided in this bulletin for your use in contacting customers. 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 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.

Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

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**



IMPORTANT SAFETY RECALL

August 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 certain 20201 model year GMC Canyon vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 110, "Tire Selection and Rims for Motor Vehicles with a GVWR of 4,536 kilograms (10,000 pounds) or less". As a result, GM is conducting a recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM safety recall N212340735.
- Install the enclosed label or schedule an appointment.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled? The vehicle capacity weight printed on the Tire and Loading Information placard is 22.5 kg (51 lbs.) more than intended. Loading in excess of the correct vehicle capacity weight may affect driving dynamics under certain conditions, increasing the risk of a crash.

What will we do? The Cargo Carrying Capacity Reduced label for your vehicle is enclosed. To reduce your inconvenience, you can install the label easily by following the enclosed instructions. If you desire, however, you may take the label to your dealer for installation within the next 60 days. This service will be performed for you at **no charge**.

What should you do? If you would like your dealer to install the label, you should contact your dealer to arrange a service appointment as soon as possible. Bring the label with you when you visit your dealer.

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)
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 21V497.

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

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Enclosure
GM Recall: N212340735