

# Product Safety Recall

## N212329780 Mismatched Spare Tire – US Only



**Release Date:** October 2021

**Revision:** 00

**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.

Vehicles involved in this recall were placed on stop delivery July 29, 2021. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

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.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 2500	2020	2021	ZHQ OR	Tire Spare-LT245/75R17 E 121/118 R BW ALS OR
GMC	Sierra 2500	2020	2021	ZXT	Tire Spare-LT265/70R17/E BW TL

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.

<b>Condition</b>	General Motors has decided that a defect, which relates to motor vehicle safety, exists in 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. 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. If the ABS system cannot control the rear wheels independently on low friction surfaces, there is an increased risk of a crash.
<b>Correction</b>	Dealers will provide an 18” spare tire and wheel assembly to owners who purchased 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 should be used with the 17” original tires.

### Parts

Quantity	Part Name	Part No.
1	WHEEL-18 X 8.0, J, STEEL	9597730
1	TIRE LT275/70R18 E 125/122 S BW AT	23376704
1	STEM ASM - TIRE VALVE	9593595
1	SPARE TIRE OVERLAY LABEL FOR TIRE PLACARD	212329780
2	STRAP, SPA WHL STOW	84275188

### US Dealers:

If you have concerns acquiring replacement tires through your normal process, please call the GM Tire Program at 1-877-728-4737.

### Canada Dealers:

If you have concerns acquiring replacement tires through your normal process, please call their Continental Rep or 1-855-453-1962.

### Export Dealers:

All export dealers are required to submit their involved vehicle claims once completed in cooperation with the local Continental Tire Distributor. Follow the documentation instructions later in this bulletin.

**Reminder:** Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

# Product Safety Recall

## N212329780 Mismatched Spare Tire – US Only



### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105872	Replace Spare Wheel and Tire Assembly, Install Label Overlay and Secure Alternate Spare Tire in Cargo Bed (Use with Case #1)	0.9	ZFAT	N/A
9106007	Secure the 18" Service Spare Tire and Wheel Assembly in Cargo Bed, Leave the 17" Spare Tire and Wheel Assembly in the Spare Tire Carrier, Provide Customer with Label Overlay (Use with Case #2 and #3)	0.8	ZFAT	N/A

### Owner Refusal of Repair Documentation

Condition
Case # 1, 2 or 3 Repairs performed in full, use the above labor operation information to <b>CLOSE</b> the Field Action.
If the customer for some reason declines the 17" spare (in case 1 below), the Service Action Refusal form should be completed. Use the above labor operation information to <b>CLOSE</b> the Field Action.
If the customer for some reason declines the 18" spare (in any of the cases below), then the Service Action Refusal form should be completed, and the Field Action should remain <b>OPEN</b> .

If the customer declines having the repair performed in full, use the N212329780 Field Action Vehicle Service Action Refusal Form at the end of this document. Dealers can also access a copy of this form in GlobalConnect under Service Forms at <https://dealer.autopartners.net/sites/usserviceforms>, titled "Field Action Status Change Form Specific to Safety Recall N212329780 (Customer Refusal)".

### Service Procedure



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**Product Safety Recall**  
N212329780 Mismatched Spare Tire – US Only



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**TPC Location (1)**



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**20" Goodyear Wrangler Trailrunner LT275/65R20 Sidewall Information**



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**Product Safety Recall**  
N212329780 Mismatched Spare Tire – US Only



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**TPC Location (1)**



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**18" Michelin LTX A/T2 LT275/70R18 Sidewall Information**



5908655

**Product Safety Recall**  
N212329780 Mismatched Spare Tire – US Only



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**TPC Location (1)**



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**17" Firestone Transforce HT LT265/70R17 Sidewall Information**



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# Product Safety Recall

N212329780 Mismatched Spare Tire – US Only



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TPC Location (1)



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## 17" Firestone Transforce HT LT245/75R17 Sidewall Information

Wheel Size	Tire Brand	Tire Model	Tire Description	Tire TPC#
17"	FIRESTONE	TRANSFORCE HT	LT245/75R17 E 121/118R BW ALS	2029 MS
17"	FIRESTONE	TRANSFORCE HT	LT265/70R17 E 121/118 Q BW AT	2371
18"	MICHELIN	LTX A/T2	LT275/70R18 E 125/122 S BW AT	2373
20"	GOODYEAR	WRANGLER TRAILRUNNER	LT275/65R20 E126/123 S BW AT	2370

### Tire Sidewall Information

Inspect the four road tires installed on the vehicle:

#### Case #1 Inspection and Actions:

1. Is the vehicle equipped with OEM 20" or 18" accessory road tire? See the photograph images and table information above to identify these tires by locating and inspecting the TPC number on the sidewalls of the tires. TPC numbers are 2370 for the OEM 20" accessory road tires and 2373 for the OEM 18" accessory road tires.
2. If yes, replace the existing 17" spare tire and wheel assembly that is in the spare tire and wheel carrier under the truck with a new 18" spare tire and wheel assembly.
3. Place the original 17" spare tire and wheel assembly that the vehicle was built with in the cargo bed of the truck and restrain it with two straps. The customer needs to re-install this original 17" spare tire and wheel assembly in the vehicle the spare tire and wheel carrier under the truck whenever they transition back to the OEM 17" production road tires.

# Product Safety Recall

## N212329780 Mismatched Spare Tire – US Only



4. Install the spare tire overlay label for the newly installed 18" spare tire and wheel assembly on top of the existing tire placard label. See the instructions for installing the spare tire overlay label.

### Case #2 Inspection and Actions:

1. Is the vehicle equipped with OEM 17" production road tires? See the photograph images and table information above to identify these tires by locating and inspecting the TPC number on the sidewalls of the tires. TPC numbers are either 2029 MS or 2371 for the OEM 17" production road tires.
2. If yes, do not replace the existing 17" spare tire and wheel assembly that is in the spare tire and wheel carrier under the vehicle with a new 18" spare tire and wheel assembly.
3. Place the new 18" spare tire and wheel assembly in the cargo bed of the truck and restrain it with two straps. The customer needs to install the 18" spare tire and wheel assembly in the vehicle spare tire and wheel carrier under the truck when or if they transition back to the OEM 20" or 18" accessory road tires they purchased.
4. Provide the customer an 18" spare tire overlay label that they can install over the existing tire placard label if they ever transition back to the OEM 20" or 18" accessory road tires they purchased.

### Case #3 Inspection and Actions:

1. If the vehicle does not have the road tires described in Cases #2 or #3 above, do the following:
2. Do not replace the existing 17" spare tire and wheel assembly that is in the spare wheel and tire carried under the truck, leave it in the spare tire and wheel carrier under the truck.
3. Place the new 18" spare tire and wheel assembly in the cargo bed of the truck and restrain it with two straps. The customer needs to install the 18" spare tire and wheel assembly in the vehicle the spare tire and wheel carrier under the truck when or if they transition to the OEM 20" or 18" accessory road tires they purchased.
4. Provide the customer an 18" spare tire overlay label that they can install over the existing tire placard label if they ever transition back to the OEM 20" or 18" accessory road tires they purchased.
  - For removal and reinstallation of the spare tire and wheel assembly from the vehicle, Refer to *Tire Changing* in the Owner Manual.
  - Mount the new tire onto the spare wheel and balance the assembly. Refer to *Tire Dismounting and Mounting* in SI.

### **Label Overlay Installation**

1. Locate the Tire and Loading Information label in the driver door opening.



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2. Identify the spare tire information section.
3. Clean the information label using 50% isopropyl alcohol and dry with a clean, lint free cloth. Receiving surface MUST be clean, dry, and free of any contaminants. The surface temperature should not be less than 65° F (21° C).
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.

## Product Safety Recall

### N212329780 Mismatched Spare Tire – US Only



5. Ensure the new label is properly positioned before allowing contact with the original label surface. The adhesive used is very aggressive and will not allow repositioning once the new label is applied. Install the new spare tire information label over the existing spare tire section of the Tire and Loading Information label using the black centerline for reference. Press firmly and smooth out entire label ensuring corners are fully adhered.

#### Securing Spare Tire and Wheel Assembly in The Cargo Bed

**IMPORTANT: Inform the customer that the spare tire mounted in the cargo bed is only for transporting the tire home. It must be removed immediately upon arrival.**



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# Product Safety Recall

## N212329780 Mismatched Spare Tire – US Only



- Fit strap through the bottom right rear tie down ring.



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- Feed the strap under the bottom of the spare tire and wheel assembly, through the wheel and latch the strap as shown.



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- Repeat the above two steps on the other side of the vehicle.



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- Tighten both strap buckles to secure the spare tire and wheel assembly.

# Product Safety Recall

## N212329780 Mismatched Spare Tire – US Only



### 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.

### 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.

### Courtesy Transportation – For USA

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual for courtesy transportation program details.

### Customer Notification

USA - 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

# Product Safety Recall

## N212329780 Mismatched Spare Tire – US Only



### **N212329780 Field Action Vehicle Service Action Refusal Form**

Please record any owner refusals of the service actions for Cases #1, #2 and #3 shown in the field action service bulletin. Select all applicable check boxes to indicate the service actions that were refused. Use the space provided below to provide details.

Owner must have stated that they do not want the repair done or refused to accept some part of or all of the service actions. Problems scheduling an appointment/unable to contact customer/recall open for a long time are not to be documented on this form.

Please scan this completed form and the customer service repair order, including the customer name and dealership phone number, into a single PDF (.pdf) file and email to the address below.

**17 Digit VIN:**

**Field Action #:**

Service Action That Was Refused
<b>Case #1</b> <input type="checkbox"/> New 18" spare tire and wheel assembly installed in spare tire and wheel carrier under vehicle. If customer refuses this service action then VIN remains <b>OPEN</b> . <input type="checkbox"/> Original 17" spare tire and wheel assembly temporarily installed and restrained in cargo bed. If customer refuses this service action then VIN can still be <b>CLOSED</b> . <input type="checkbox"/> New 18" spare tire overlay label installed over existing tire placard label. If customer refuses this service action then VIN can still be <b>CLOSED</b> .

Service Action That Was Refused
<b>Case #2</b> <input type="checkbox"/> New 18" spare tire and wheel assembly temporarily installed and restrained in cargo bed. If customer refuses this service action then VIN remains <b>OPEN</b> . <input type="checkbox"/> New 18" spare tire overlay label provided to customer for self-installation if needed in the future. If customer only refuses this service action then VIN can still be <b>CLOSED</b> .

Service Action That Was Refused
<b>Case #3</b> <input type="checkbox"/> New 18" spare tire and wheel assembly temporarily installed and restrained in cargo bed. If customer refuses this service action then VIN remains <b>OPEN</b> . <input type="checkbox"/> New 18" spare tire overlay label provided to customer for self-installation if needed in the future. If customer only refuses this service action then VIN can still be <b>CLOSED</b> .

Required explanation:

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**Dealer BAC Code:**

**Dealer Name:**

**Dealer Contact Name:**

**E-mail Address:**

Scan this form and the customer repair order together as a single PDF (.pdf) file and email to: <b>productfieldactionvehiclereport@gm.com</b> **Include Photos and other supporting documentation if Applicable**
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# Product Safety Recall

## N212329780 Mismatched Spare Tire – US Only



### Silverado/Sierra HD Correct Spare Tire/Wheel use with Road Tires/Wheels

Ensure the correct GM spare tire/wheel assembly is used in conjunction with the accompanying GM road tire/wheel assemblies:

With these GM road tire/wheel assemblies			Use this GM spare tire/wheel assembly		
Tire Description	Tire Part#	Wheel Size	Tire Description	Tire Part#	Wheel Size
Firestone Transforce HT LT245/75R17	23494261	17" x 7.5"	Firestone Transforce HT LT245/75R17	23494261	17" x 7.5"
Firestone Transforce AT LT265/70R17	23376701	17" x 7.5"	Firestone Transforce AT LT265/70R17	23376701	17" x 7.5"
Michelin LTX AT2 LT275/70R18	23376704	18" x 8.0"	Michelin LTX AT2 LT275/70R18	23376704	18" x 8.0"
Goodyear Wrangler Trailrunner AT LT275/65R20	23376699	20" x 8.5"			

This chart is only applicable to GM OE tires and wheels  
Reference N21-232978





# IMPORTANT SAFETY RECALL

October 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 2020 – 2021 model year Chevrolet Silverado 2500 and GMC Sierra 2500 vehicles equipped with a 17" spare tire and either (i) the 20" accessory road tire or (ii) the 18" accessory road tire. 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.

## IMPORTANT

- Your vehicle is involved in GM safety recall N212329780.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

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" or 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.

### What will we do?

Your GM dealer will provide an 18" spare tire and wheel assembly to owners and will also provide a new spare tire information label to replace the existing tire placard label. This service will be performed for you free of charge. 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 one hour.

### What should you do?

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

Keep this letter and the enclosed "Silverado/Sierra HD Correct Spare Tire/Wheel use with Road Tires/Wheels" information supplement with your other important glove box literature for future reference.

### 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 21V578.

**Product Safety Recall**  
N212329780 Mismatched Spare Tire – US Only



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

Enclosure  
GM Recall: N212329780