

Product Safety Recall

N212346510 Mismatched Spare Tire



Release Date: February 2022

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 December 16, 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 1500 (New Model)	2019	2019	RHM,	Tire Spare-LT265/70R17 C 112Q BW AT,
	Silverado 1500	2020	2021	QBR,	Tire Spare-255/70R17 SL 112S BW ALS VAR1,
GMC	Sierra 1500 (New Model)	2019	2019	or	or
	Sierra 1500	2020	2021	XCQ	Tire Spare-255/70R17 SL 112S BW ALS VAR1

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 a defect, which relates to motor vehicle safety, 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. 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.
Correction	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.

Parts

Quantity	Part Name	Part No.
1	Wheel	84440192
1	Maxxis Spare Tire 255/80R17 (This Tire is Not Ordered From CCA, See Special Ordering Instructions Below the Parts Table)	23376705*
1	Stem Asm - Tire Valve	9593595
1	Spare Tire Overlay Label for Tire Placard	212346510**
2	Strap, Spa Whl Stow	84275188

* Maxxis Tire Ordering:

US Dealers:

Dealers must order replacement spare tire directly from Maxxis using the link below. Enter discount code GMT1X when placing order.

<https://shop.maxxis.com/products/compact-spare-tire>

Maxxis Spare Tire - 255/80R17 (TP50813000).

Contact Maxxis direct at 800-463-9941.

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

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Canada Dealers:

Dealers must order replacement spare tire directly from Maxxis using the link below. Enter discount code GMT1X when placing order.

<https://shop.maxxiscanada.com/collections/compact-spare/products/ht-750t-spare>

Maxxis Spare Tire - 255/80R17 (TP50813000).

Contact Maxxis direct at (416) 577-3142.

**** US Dealers:** The spare tire label overlays will be mailed directly to the customers. If required, additional labels required to complete this recall are to be ordered online, through the GM 1Store via GlobalConnect. Please log in and order the label using item number 212346510 or the bulletin number N212346510. The label will be provided at no charge. If a VIN is not involved with this recall, a label will not be available or provided.

Canada Dealers: Please contact the Warranty Call Centre at 1-888-222-5546 to order replacement labels. Dealers will be required to provide a VIN at the time of ordering. If a VIN is not involved with this recall, a label will not be available or provided. Labels will be provided at no charge.

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.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105892	Replace Spare Wheel and Tire Assembly, Install Label Overlay and Secure Alternate Spare Tire in Cargo Bed (Use with Case #1)	0.9	ZFAT	*
9106160	Secure the New Service 17" Spare Tire and Wheel Assembly in Cargo Bed, Leave the Original 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	*
9106161	Floor Plan Reimbursement – NEW INVENTORY ONLY	N/A	ZFAT	**
9106162	Working Capital Assistance Program Reimbursement – USED INVENTORY ONLY	N/A	ZFAT	***

Note: To avoid having to "H" route the Floor Plan / WCAP transaction for approval, it must be submitted prior to the repair transaction.

* The amount identified in "Net Item" should represent the actual sum total of the current GMCC&A Dealer net price for the Maxxis Spare Tire 255/80R17 needed to perform the required repairs, not to exceed \$210.60 USD, \$283.14 CAD.

Floor Plan Reimbursement – NEW INVENTORY ONLY

**** USA & Canada Only** – For vehicles eligible for Floor Plan reimbursement, the amount should be submitted in Net Item/Miscellaneous. This amount should represent the product of the vehicle's average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (December 16, 2021) to the date the repair is completed, and the vehicle is ready for sale (not to exceed 56 days):

Vehicle	Floor Plan Reimbursement Amount	
	USA	Canada
2021 Chevrolet Silverado 1500	\$5.73	N/A
2021 GMC Sierra 1500	\$6.61	N/A

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Working Capital Assistance Program (WCAP) Reimbursement – USED INVENTORY ONLY

Note: USA & Canada Only - To avoid having to “H” route the WCAP transaction for approval, it must be submitted prior to the repair transaction.

Important: The WCAP ZSET transaction labor code, 9800084, provided in the dealer message sent on January 5, 2022 (USA) or January 4, 2022 (Canada), must have been submitted prior to the submittal of the ZFAT transaction labor code or the claim will reject.

*** **USA & Canada Dealers Only** - For vehicles eligible under the Working Capital Assistance Program, the amount should be submitted in Net Item/Miscellaneous. This amount has been calculated to a daily value for the days that the vehicle was in used dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale/stop delivery order (December 16, 2021) to the date the inspection or repair closed the recall bulletin. (not to exceed 56 days).

Vehicle	Working Capital Assistance Reimbursement Amount	
	USA	Canada
2019 Chevrolet Silverado 1500 (New Model)	\$21.25	\$24.77
2019 GMC Sierra 1500 (New Model)	\$21.38	\$27.06
2020 Chevrolet Silverado 1500	\$21.92	\$26.27
2020 GMC Sierra 1500	\$22.92	\$28.44
2021 Chevrolet Silverado 1500	\$24.00	\$30.08
2021 GMC Sierra 1500	\$25.00	\$32.54

Owner Refusal of Repair Documentation

Condition
Case # 1, 2 or 3 Repairs performed in full, use the above labor operation information to CLOSE the Field Action.
If the customer for some reason declines the New Service 17" Spare Tire and Wheel Assembly (in case 1 below), the CAMO form should be completed. Use the above labor operation information to CLOSE the Field Action
If the customer for some reason declines the New Service 17" Spare Tire and Wheel Assembly (in any of the cases below), then the CAMO form should be completed, and the Field Action should remain OPEN

USA Dealers Only: If the customer declines having the repair performed in full, use the N212346510 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 N212346510 (Customer Refusal)”.

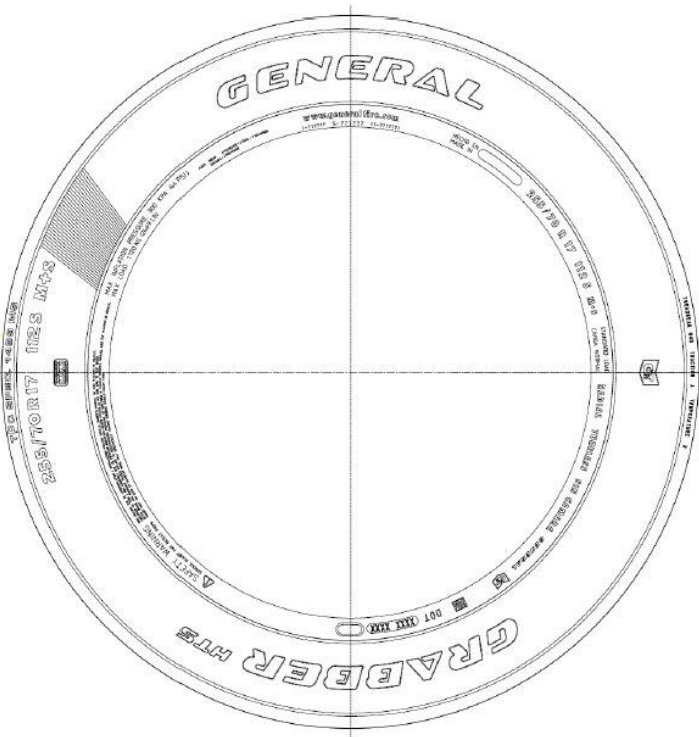
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Service Procedure

General Grabber HTS
255/70R17
TPC 1499MS



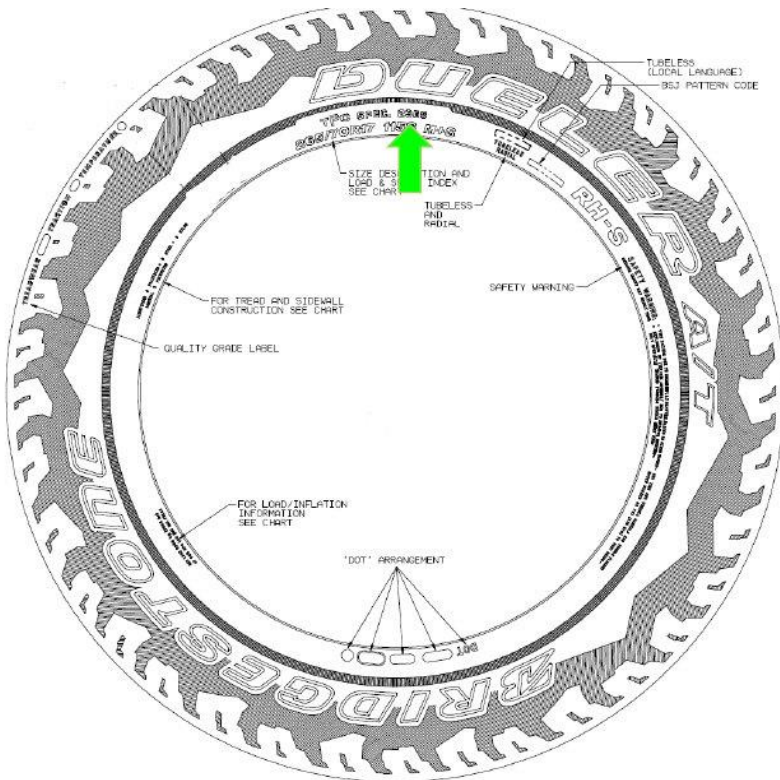
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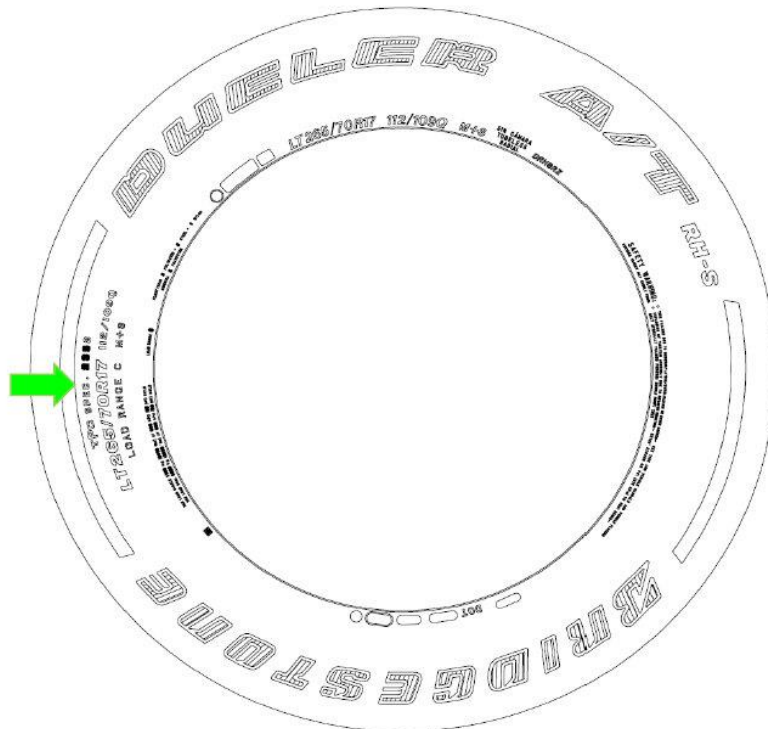


Bridgestone Dueler A/T RH-S
265/70R17
TPC 2366



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Bridgestone Dueler A/T RH-S
LT265/70R17
TPC 2367



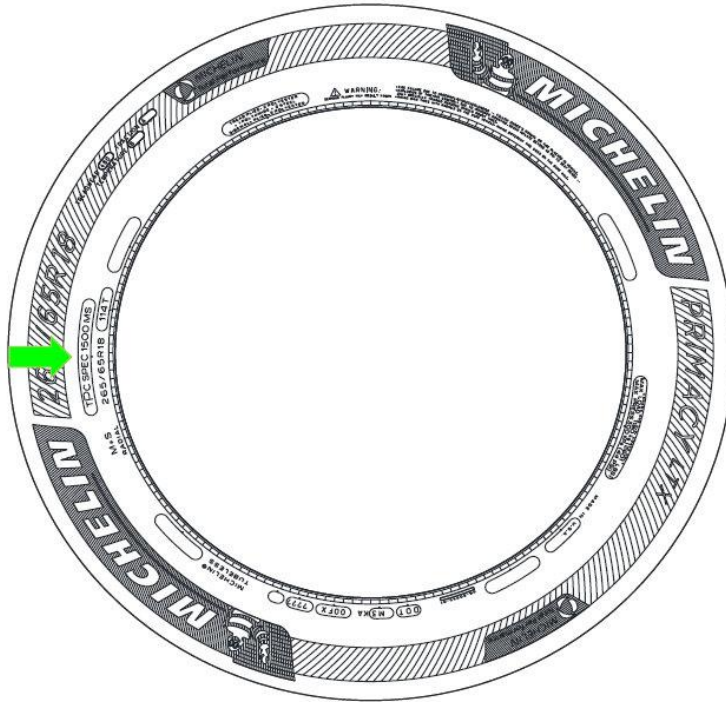
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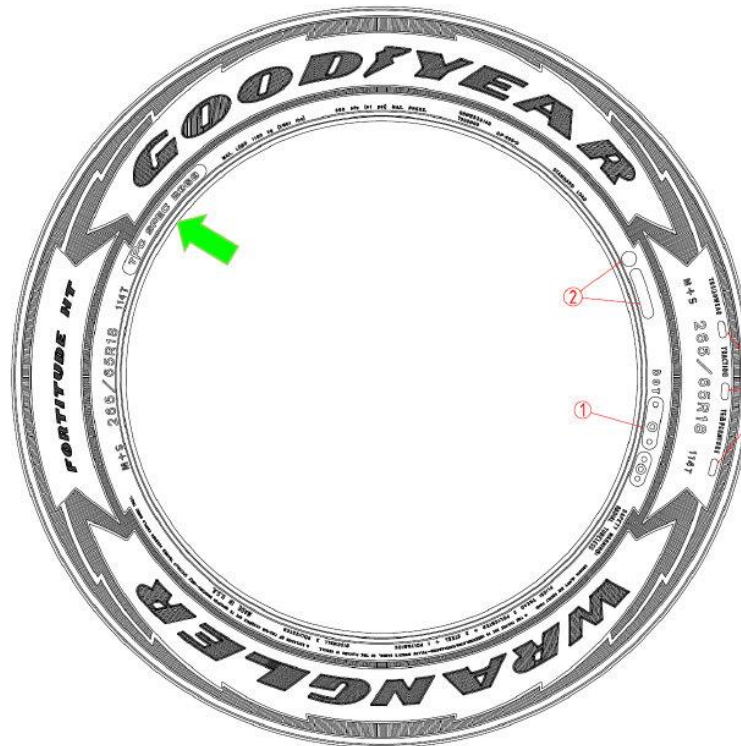


Michelin Primacy LTX
265/65R18
TPC 1500MS



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Goodyear Wrangler Fortitude HT
265/65R18 BW
TPC 2363



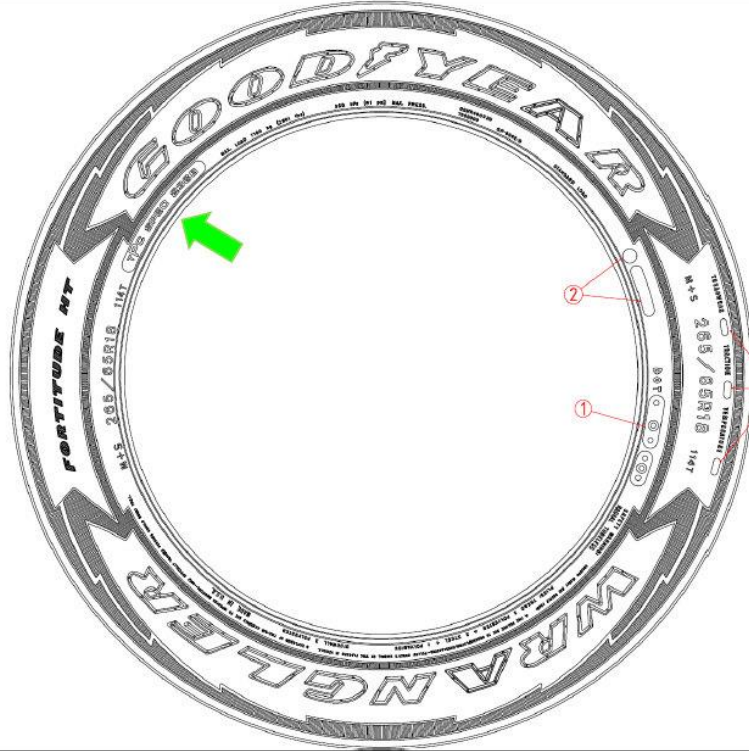
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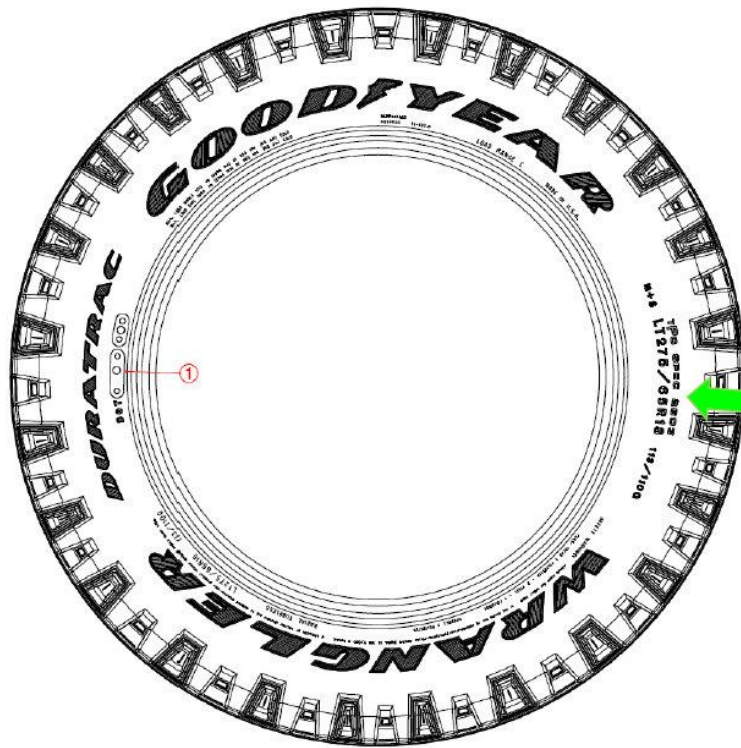


Goodyear Wrangler Fortitude HT
265/65R18 WOL
TPC 2363



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Goodyear Wrangler DuraTrac
LT275/65R18
TPC 2803



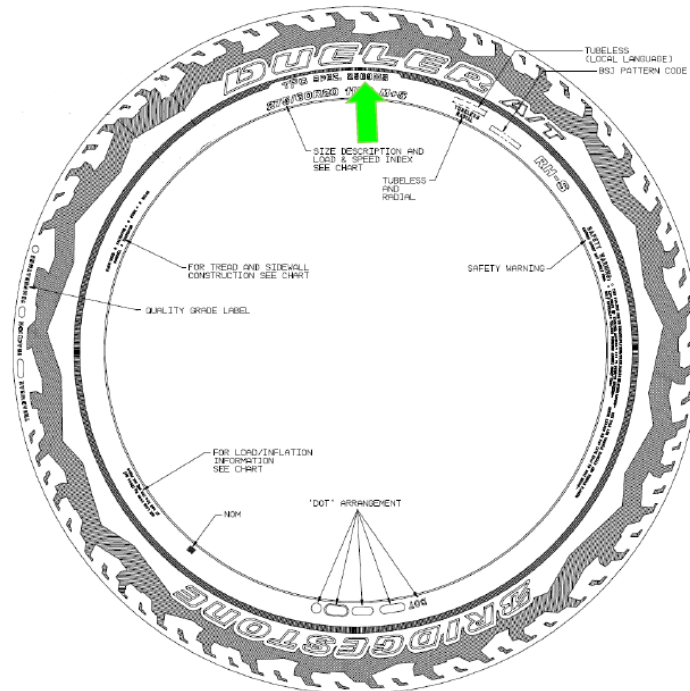
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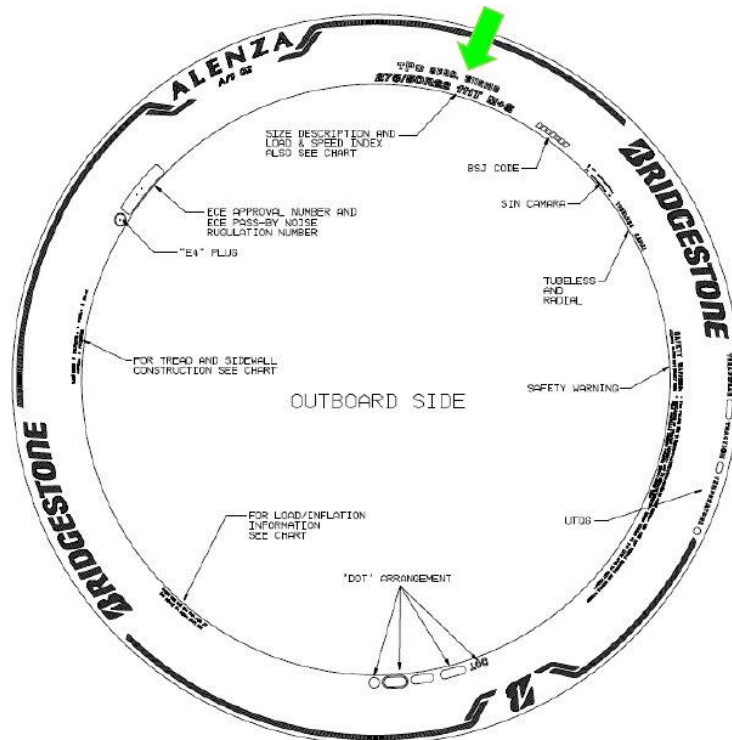


Bridgestone Dueler A/T RH-S
275/60R20
TPC 2369



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Bridgestone Alenza A/S 02
275/50R22
TPC 3112MS



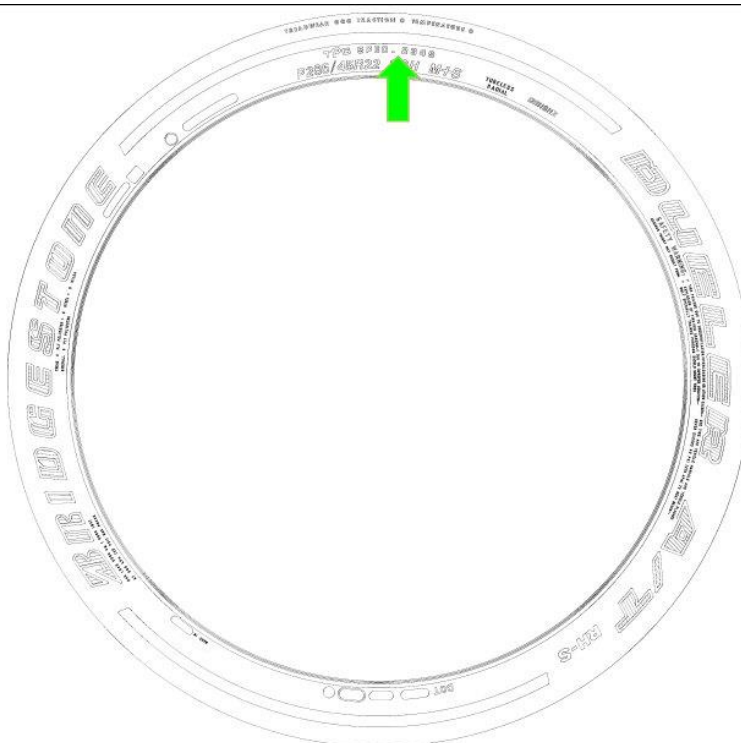
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Bridgestone Dueler A/T RH-S
P285/45R22
TPC 2349



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Wheel Size	Tire Brand	Tire Model	Tire Description	Tire TPC#
18"	GOODYEAR	Wrangler Duratrac MT	LT275/65R18 C 110/113Q BW MT	2803
20"	Bridgestone	Dueler A/T	275/60R20 SL 115S BW AT	2369
22"	Bridgestone	Dueler A/T	P285/45R22 110H	2349
22"	Bridgestone	Alenza A/S	275/50R22 SL 111T BW AL2	3112MS

Tire Sidewall Information

Inspect the four road tires installed on the vehicle:

Case #1 Inspection and Actions:

- Customer had purchased OEM Accessory 18", 20", or 22" tires, and those tires are currently installed on the vehicle. 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 2349 for the OEM 22" P285/45R22 accessory road tires, 3112MS for the OEM 22" 275/50R22 accessory road tires, 2369 for the OEM 20" accessory road tires and 2803 for the OEM 18" accessory road tires.
- Is the vehicle equipped with OEM spare tire combination as follows?
 - For the 18" OEM accessory road tires: General Grabber HTS - 255/70R17 ALS spare tire?
 - For the 20" OEM accessory road tires: Bridgestone Dueler A/T RH-S - LT265/70R17C 112Q BW AT spare tire, General Grabber HTS - 255/70R17 SL 112S BW ALS or Maxxis - 265/70R17 SL 115S BW SPR spare tire?
 - For the 22" OEM Accessory 275/50R22 road tires: Bridgestone Dueler A/T RH-S - LT265/70R17C 112Q BW AT spare tire, General Grabber HTS - 255/70R17 SL 112S BW ALS or Maxxis - 265/70R17 SL 115S BW SPR spare tire?
 - For the 22" OEM Accessory P285/45R22 road tires: General Grabber HTS - 255/70R17 SL 112S BW ALS spare tire?

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3. If yes, replace the existing spare tire and wheel assembly that is in the spare wheel and tire carried under the truck with a new service Maxxis - 255/80R17 SL 115S BW SPR 17" spare tire and wheel assembly.
4. 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 wheel and tire carried under the truck whenever they transition back to the OEM 17" production road tires.
5. Install the spare tire overlay label for the newly installed Maxxis - 255/80R17 SL 115S BW SPR 17" 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:

Wheels Size	Tire Brand	Tire Model	Tire Description	Tire TPC#
17"	General	Grabber HTS	255/70R17 SL 112S BW ALS	1499MS
17"	Bridgestone	Dueler A/T RH-S	265/70R17 SL 115S BW AT	2366
17"	Bridgestone	Dueler A/T RH-S	LT265/70R17 C 112Q BW AT	2367
18"	Michelin	Primacy LTX	265/65R18 SL 114T BW ALS	1500MS
18"	Goodyear	Fortitude HT	265/65R18 SL 114T BW AT	2363
18"	Goodyear	Fortitude HT	265/65R18 SL 114T WOL AT	2363
18"	Goodyear	Wrangler Duratrac MT	LT275/65R18 C 110/113Q BW MT	2803

Tire Sidewall Information

1. Customer had purchased OEM Accessory 18", 20", or 22" tires, and but the original equipment 17" or 18" tires are currently installed on the vehicle? 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 shown in chart above.
2. If yes, do not replace the existing 17" spare tire and wheel assembly that is in the spare wheel and tire carried under the vehicle with a new service 17" spare tire and wheel assembly.
3. Place the new service Maxxis - 255/80R17 SL 115S BW SPR spare tire and wheel assembly in the cargo bed of the truck and restrain it with two straps. The customer needs to install the 17" spare tire and wheel assembly in the vehicle spare wheel and tire carried under the truck when or if they transition back to the OEM 18", 20" or 22" accessory road tires they purchased.
4. Provide the customer a 17" spare tire overlay label that they can install over the existing tire placard label if they ever transition back to the OEM 22", 20" or 18" accessory road tires they purchased.

Case #3 Inspection and Actions:

1. Customer had purchased OEM Accessory 18", 20", or 22" tires, and but neither the Accessory tires, nor the original equipment tires are currently installed on the vehicle. If the vehicle does not have the road tires described in Cases #1 or #2 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 wheel and tire carried under the truck.
3. Place the new service Maxxis - 255/80R17 SL 115S BW SPR spare tire and wheel assembly in the cargo bed of the truck and restrain it with two straps. The customer needs to install the new service Maxxis - 255/80R17 SL 115S BW SPR spare tire and wheel assembly in the vehicle the spare wheel and tire carried under the truck when or if they transition to the OEM 22", 20" or 18" accessory road tires they purchased.
4. Provide the customer a 17" spare tire overlay label that they can install over the existing tire placard label if they ever transition back to the OEM 22", 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 service tire onto the new service spare wheel and balance the assembly. Refer to *Tire Dismounting and Mounting* in SI.

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Label Overlay Installation

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



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NOTE: Example label shown, actual information may vary by vehicle.

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.
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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- 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.

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

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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 & Canada

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 & 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**

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Safety Field Action Vehicle Service Action Refusal Form - English

N212346510 Safety 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
Case #1
<input type="checkbox"/> New Maxxis 255/80R17 spare tire and wheel assembly installed in spare tire and wheel carrier under vehicle. If customer refuses this service action then VIN remains OPEN .
<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 CLOSED .
<input type="checkbox"/> New Maxxis 255/80R17 spare tire overlay label installed over existing tire placard label. If customer refuses this service action then VIN can still be CLOSED .

Service Action That Was Refused
Case #2
<input type="checkbox"/> New Maxxis 255/80R17 spare tire and wheel assembly temporarily installed and restrained in cargo bed. If customer refuses this service action then VIN remains OPEN .
<input type="checkbox"/> New Maxxis 255/80R17 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 CLOSED .

Service Action That Was Refused
Case #3
<input type="checkbox"/> New Maxxis 255/80R17 spare tire and wheel assembly temporarily installed and restrained in cargo bed. If customer refuses this service action then VIN can still be CLOSED .
<input type="checkbox"/> New Maxxis 255/80R17 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 CLOSED .

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:

productfieldactionvehiclereport@gm.com

****Include Photos and other supporting documentation if Applicable****

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Safety Field Action Vehicle Service Action Refusal Form – French

N212346510 Formulaire de refus d'une mesure corrective pour un véhicule dans le cadre du bulletin de mesures correctives

Veuillez noter tout refus du propriétaire des mesures correctives pour les dossiers n° 1, n° 2 et n° 3 indiqués dans le bulletin de mesures correctives. Cochez toutes les cases applicables pour indiquer les mesures correctives qui ont été refusées. Utilisez l'espace fourni ci-dessous pour fournir les détails.

Le propriétaire doit avoir déclaré qu'il ne veut pas que la réparation soit effectuée ou doit avoir refusé d'accepter certaines parties ou l'entièreté des mesures correctives. Les problèmes de planification d'un rendez-vous, l'incapacité de communiquer avec le client et un rappel ouvert depuis longtemps ne doivent pas être documentés sur ce formulaire.

Veuillez numériser ce formulaire dûment rempli et le bon de réparation du client, y compris le nom du client et le numéro de téléphone de l'établissement concessionnaire, en un seul fichier PDF (.pdf) et l'envoyer par courriel à l'adresse ci-dessous

NIV à 17 caractères :

Numéro de la mesure corrective :

Mesure corrective qui a été refusée
Dossier n° 1
<input type="checkbox"/> Nouveau pneu de secours Maxxis 255/80R17 et un ensemble de pneu installés dans le porte-roue de secours et le porte-pneu sous le véhicule. Si le client refuse cette mesure corrective, le NIV demeure OUVERT .
<input type="checkbox"/> Pneu de secours d'origine de 17 po et ensemble de pneus temporairement installés et retenus dans la caisse. Si le client refuse cette mesure corrective, le NIV peut demeurer FERMÉ .
<input type="checkbox"/> La nouvelle étiquette du nouveau pneu de secours Maxxis 255/80R17 est installée sur l'étiquette d'identification du pneu existant.
Si le client refuse cette mesure corrective, le NIV peut demeurer FERMÉ

Mesure corrective qui a été refusée
Dossier n° 2
<input type="checkbox"/> Nouveau pneu de secours Maxxis 255/80R17 et ensemble de pneus temporairement installés et retenus dans la caisse. Si le client refuse cette mesure corrective, le NIV demeure OUVERT .
<input type="checkbox"/> Une nouvelle étiquette du nouveau pneu de secours Maxxis 255/80R17 fournie au client afin qu'il pose lui-même l'étiquette, au besoin, à l'avenir. Si le client refuse cette mesure corrective, le NIV peut demeurer FERMÉ .

Mesure corrective qui a été refusée
Dossier n° 3
<input type="checkbox"/> Nouveau pneu de secours Maxxis 255/80R17 et ensemble de pneus temporairement installés et retenus dans la caisse. Si le client refuse cette mesure corrective, le NIV peut demeurer FERMÉ .
<input type="checkbox"/> Une nouvelle étiquette du nouveau pneu de secours Maxxis 255/80R17 fournie au client afin qu'il pose lui-même l'étiquette, au besoin, à l'avenir. Si le client refuse cette mesure corrective, le NIV peut demeurer FERMÉ .

Product Safety Recall

N212346510 Mismatched Spare Tire



Explication requise :

Code d'associé du concessionnaire :

Nom du concessionnaire :

Nom de la personne-ressource de l'établissement concessionnaire :

Adresse électronique :

Numérisez ce formulaire et le bon de réparation du client en un seul fichier **PDF (.pdf)** et envoyez-le par courriel à :

productfieldactionvehiclereport@gm.com

****inclure des photos et autres documents de soutien s'il y a lieu****

Product Safety Recall

N212346510 Mismatched Spare Tire



Silverado/Sierra Correct Spare Tire/Wheel Owner's Manual insert – English

Silverado/Sierra LD 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
Goodyear Wrangler Duratrac MT LT275/65R18	23376692	18" x 8.5"	Maxxis HT-750: 265/70R17	23376706	17" x 8.0"
			Bridgestone Dueler A/T RH-S: LT265/70R17	23376686	
			Maxxis HT-750: 255/80R17	23376705	
Bridgestone Dueler AT 275/60R20	23376694	20" x 9.0"	Maxxis HT-750: 255/80R17	23376705	17" x 8.0"
Bridgestone Alenza A/S 275/50R22	23376704	22" x 9.0"	Maxxis HT-750: 255/80R17	23376705	17" x 8.0"
Bridgestone Dueler AT P285/45R22	19190768	22" x 9.0"	Maxxis HT-750: 265/70R17	23376706	17" x 8.0"
			Bridgestone Dueler A/T RH-S: LT265/70R17	23376686	
			Maxxis HT-750: 255/80R17	23376705	

This chart is only applicable to GM OE tires and wheels
Reference N21-2346510

Product Safety Recall

N212346510 Mismatched Spare Tire



Silverado/Sierra Correct Spare Tire/Wheel Owner's Manual insert – French

Utilisation du bon ensemble de roue et pneu de secours avec les roues et pneus de route pour véhicules Silverado/Sierra à poids léger

Assurez-vous que le bon ensemble de roue et pneu de secours GM est utilisé avec les ensembles de roue et pneu de route GM correspondants ci-dessous :

Avec ces ensembles de roue et pneu de route GM			Utilisez cet ensemble de roue et pneu de secours GM		
Description du pneu	N° de pièce du pneu	Dimension des roues	Description du pneu	N° de pièce du pneu	Dimension des roues
Goodyear Wrangler Duratrac MT LT275/65R18	23376692	18 x 8,5 po	Maxxis HT-750 : 265/70R17	23376706	17 x 8,0 po
			Bridgestone Dueler A/T RH-S : LT265/70R17	23376686	
			Maxxis HT-750 : 255/80R17	23376705	
Bridgestone Dueler AT 275/60R20	23376694	20 x 9,0 po	Maxxis HT-750 : 255/80R17	23376705	17 x 8,0 po
Bridgestone Alenza A/S 275/50R22	23376704	22 x 9,0 po	Maxxis HT-750 : 255/80R17	23376705	17 x 8,0 po
Bridgestone Dueler AT P285/45R22	19190768	22 x 9,0 po	Maxxis HT-750 : 265/70R17	23376706	17 x 8,0 po
			Bridgestone Dueler A/T RH-S : LT265/70R17	23376686	
			Maxxis HT-750 : 255/80R17	23376705	

Ce tableau s'applique uniquement aux pneus et aux roues GM d'origine.
Référence : N21-2346510



IMPORTANT SAFETY RECALL

February 2022

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 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. 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 N212346510.
- 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 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.

What will we do?

Your GM dealer 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.

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 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	

Product Safety Recall

N212346510 Mismatched Spare Tire



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 21V985.

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: N212346510