



IMPORTANT SAFETY RECALL

September 2021

The applicable Vehicle Identification Number (VIN) can be found on the address label of the envelope.

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.

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?

Parts to repair your vehicle are not currently available, but when parts are available, 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.

We are working as quickly as possible to correct this condition. When parts are available, we will send you another letter asking you to take your vehicle to your GM dealer to have your vehicle serviced. You can also check the status of this recall at:

<https://my.gm.com/recalls>.

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.

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



Vice President
Global Product Safety and Systems

GM Recall N212329780