

## **Frequently Asked Questions (FAQs) for Safety Recall N202325530 Speed Limiting Exceeds Tire Rating**

These questions and answers are being provided to help GM dealers respond to inquiries from involved vehicle owners about the Safety recall identified above.

**Q1) Which vehicles are involved?**

**A1)** 2019 – 2020 model year Chevrolet Silverado 6500HD

**Q2) What is the issue or condition?**

**A2)** General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2019-2020 model year Chevrolet Medium Duty 6500HD trucks built with tires with a maximum speed rating of 75mph (regular production option (RPO) codes XDV for the front tires and YAP for the rear tires) and engine control module software that limits the speed of the vehicle to 79 mph.

**Q3) What symptoms may be experienced? What warning signs may be associated with the issue or condition described?**

**A3)** None.

**Q4) What is the remedy/repair?**

**A4)** Dealers will update the software calibration for the engine control module (ECM) to set the speed limiting software so that the vehicle speed will not exceed 75 mph and therefore meet the maximum speed rating of the tires.

**Q5) What is the safety risk? Is the vehicle safe to drive?**

**A5)** If vehicle speed exceeds the maximum tire rated speed, the tire structure could be compromised, ultimately increasing the risk of tire failure and of a crash.

**Q6) Does the customer have to pay for this remedy/repair?**

**A6)** No, this inspection/repair will be done at no cost to the customer.

**Q7) Is the remedy/repair available now?**

**A7)** Yes, please see the attached bulletin for details.

**Q8) What should customers do until recall repairs can be completed? Are there any special instructions?**

**A8)** If special instructions are provided, they will be included in the notification letters to customers.

**Q9) How can customers check to see if their vehicle is involved in this field action?**

**A9)** Customers who own a vehicle involved in the field action will be notified by mail by General Motors, but they may also check their Vehicle Identification Number (VIN) for field actions in GM Owner Center at <https://my.gm.com/recalls> or via NHTSA's website at <https://vinrcl.safercar.gov/vin/>.

**Q10) If customers are concerned, can they get a rental car or courtesy transportation?**

**A10)** Courtesy transportation is available for customers whose vehicles are involved in this recall and are within the warranty coverage period for the warranty which is associated with this recall. Please refer to Warranty Administration Bulletin #17-NA-073: Field Action Courtesy Transportation Policy for further information.