

## **Frequently Asked Questions (FAQs) for Safety Recall N212329780 Mismatched Spare Tire**

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)** 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).

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

**A2)** 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” and 20” accessory road tires exceeded internal guidelines.

**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 provide an 18” spare tire and wheel assembly to owners confirmed to have 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 be used with the 17” original tires.

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

**A5)** If the ABS system cannot control the rear wheels independently on low friction surfaces, there is an increased risk 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/>.

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**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.