

## **Frequently Asked Questions (FAQs) for NonCompliance Recall N242444030 Incorrect Tires**

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

**Q1) Which vehicles are involved?**

**A1)** Certain 2024 model year Chevrolet Colorado vehicles.

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

**A2)** Incorrect tires may have been installed on these vehicles that do not match the vehicle's tire label. In addition, the tire pressure monitoring system (TPMS) does not provide accurate information for the incorrect tires.

**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 inspect tires and replace if necessary. With the correct tires installed, the vehicle's tire label and the TPMS will reflect accurate information to the customer.

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

**A5)** If the tire label does not accurately reflect the installed tires, owners may choose the incorrect tire size when replacing tires. If the TPMS system is not set for the tires installed on the vehicle, drivers might not get a timely warning if a tire's pressure drops below more than 25% of the recommended cold inflation pressure.

**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 recall?**

**A9)** Customers who own a vehicle involved in this recall 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://experience.gm.com/ownercenter/recalls> or via NHTSA's website at <http://www.nhtsa.gov>.

**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.