



# Service Bulletin

Bulletin No.: 19-NA-078

Date: April, 2019

## WARRANTY ADMINISTRATION

**Subject:** Premature or Accelerated Tire Wear on Vehicles Equipped With Michelin Premier LTX, 235/65R/18 106H or 225/60/R18 100H Tires

**This Bulletin is replacing 18-NA-274. Please discard 18-NA-274.**

Brand:	Model:	Model Year:		Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Buick	Envision	2017	2019				
Cadillac	XT5						
Chevrolet	Equinox	2018					
GMC	Acadia	2017	2018				
	Terrain	2018	2019				

<b>Involved Region or Country</b>	North America
<b>Additional Options (RPOs)</b>	Equipped with TIRE ALL-225/60R18 SL 100H BW AL3 or TIRE ALL-235/65R18 SL 106H BW AL3 VAR1 (RPOs RUB, QMV)
<b>Condition</b>	Some customers may comment their tires are not meeting tread depth expectations, or wearing out (reaching 2/32 in (1.6 mm)) too quickly.
<b>Cause</b>	<p>This condition may be caused by vehicle alignment issues and/or normal tire performance attributes.</p> <p>⇒ Modern tire compounds in these tires provide increased performance levels throughout its service life, delivering higher levels of grip even when partially worn. Due to these compound changes, vehicle mileage at the time the tires show 4/32 in (3.2 mm) may be less than what customers have experienced with other tires.</p>

Correction	<p><b>Step 1</b> If vehicle exhibits lead or pull symptoms, and mileage is below 12,000 miles (19,000 km), check the vehicle alignment to ensure it is within acceptable range. If a vehicle with less 12,000 miles (19,000 km) exhibits these symptoms and the alignment requires adjustment to meet GM specification, the dealership is to properly align the vehicle and submit a warranty transaction using Labor Code 8070032 Wheel Alignment Measurement. This exception applies only to vehicle/tire combinations specified in this bulletin. For all others, continue to follow normal warranty policies limiting alignment coverage up to 7500 miles (12,000 km).</p> <p><b>Step 2</b> If the vehicle tires measure 4/32 in (3.2 mm) or less, customers within the Bumper to Bumper warranty (Canada Base Warranty) may be offered replacement tires on a pro-rated basis. Please utilize the pro-ration chart unique to the applicable vehicle/RPO combinations found in this bulletin. DO NOT use the pro-ration chart found in the vehicle owner's manual.</p> <ul style="list-style-type: none"> <li>• Tire replacement under warranty does not apply to situations outside of this bulletin, such as replacement necessitated by road damage, improper inflation, racing or flat spotting.</li> <li>• The special tire pro-ration chart provided in this bulletin only applies to premature tire wear at 4/32 in (3.2 mm) or less, or tire wear resulting from alignment issues under 12,000 miles (19,000 km).</li> </ul> <p><b>For Acadia / XT5 equipped with (RPO QMV) tires:</b> For customers that want GM approved tires but do not want the Michelin Premier tires as a service replacement, an alternate approved tire may be offered – the Continental Cross Contact LX20 235/65R18 106H, TPC #3126MS (RPO QMX).</p> <p>U.S. Dealerships are instructed to contact the GM tire team, and the GM tire team will contact Continental on the dealers behalf to ship the tires directly from Continental. (GM Tire Program 1-877-728-4737 (U.S.A dealers). In Canada, please order through the GM National Account Tire Program. Refer to tire proration chart unique to this bulletin.</p> <p><b>For Equinox / Terrain / Envision equipped with (RPO RUB) tires:</b> Use only approved Michelin Premier LTX replacement tires TPC# 3106MS (RPO RUB).</p> <p><b>NOTE:</b></p> <ul style="list-style-type: none"> <li>– <i>This bulletin is ONLY applicable to the Models, Model Years, equipped with the RPO's noted above.</i></li> <li>– <i>Tire replacement and applicable proration noted below should not be utilized until the tread depth is at 4/32 in (3.2 mm) or less.</i></li> <li>– <i>Tire tread depth measurements MUST be provided in the technician cause comments of the transaction. Tires replaced under this bulletin may be subject to request of return for engineering review as noted in the latest version of bulletin# 00-03-10-003 (in Canada, bulletin# 01-03-10-003).</i></li> <li>– <i>This unique bulletin proration is only applicable to vehicles that have even treadwear, and documented tire rotations performed.</i></li> <li>– <i>This bulletin is only applicable to treadwear performance complaints. All other manufacturing defects refer to in the latest version of bulletin# 00-03-10-003 (in Canada, bulletin# 01-03-10-003).</i></li> </ul>
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## Service Procedure

Refer to *Tire Dismounting and Mounting in SI*.

## Parts Information

Causal Part	Description	Part Number	Qty
N/A*	Michelin Premier LTX, (RPO QMV) 235/65R18 106H (Acadia / XT5)	22996331	4
	Continental Cross Contact LX Sport (RPO QMX) 235/65R18BW 106H (Acadia / XT5)	84458189	
	Michelin Premier LTX (RPO RUB) 225/60R18 100H (Equinox / Terrain / Envision)	84169492	

\*For warranty transactions, **DO NOT** mark this/these parts as the Causal Part. Enter the word "Bulletin" in the Causal Part Description free-flow text field.

**Proration table for vehicles covered by a  
3yr/36,000 miles bumper to bumper warranty  
(3yr/60,000 km Canada Base Warranty)**

U.S.A Mileage (mi)	Canada Kilometres (km)	Customer Participation (Tire Cost Including Markup)	Customer Participation (Labor - Mount and Balance)
0 – 12,000	0 – 19,000 km	0%	0%
12,001 – 15,000	19,001 – 24,000 km	20%	0%
15,001 – 20,000	24,001 – 32,000 km	25%	0%
20,001 – 25,000	32,001 – 40,000 km	33%	0%
25,001 – 30,000	40,001 – 48,000 km	42%	0%
30,001 – 36,000	48,001 – 60,000 km	50%	0%
36,000+	60,000+ km	100%	100%

**Proration table for vehicles covered by a  
4yr/50,000 miles bumper to bumper warranty  
(4yr/80,000 km Canada Base Warranty)**

U.S.A Mileage (mi)	Canada Kilometres (km)	Customer Participation (Tire Cost Including Markup)	Customer Participation (Labor - Mount and Balance)
0 – 12,000	0 – 19,000 km	0%	0%
12,001 – 15,000	19,001 – 24,000 km	20%	0%
15,001 – 20,000	24,001 – 32,000 km	25%	0%
20,001 – 25,000	32,001 – 40,000 km	33%	0%
25,001 – 30,000	40,001 – 48,000 km	42%	0%
30,001 – 36,000	48,001 – 60,000 km	50%	0%
36,001 – 40,000	60,001 – 64,000 km	60%	0%
40,001 – 45,000	64,001 – 72,000 km	67%	0%
45,001 – 50,000	72,001 – 80,000 km	75%	0%
50,000+	80,000+ km	100%	100%

## Warranty Information

**Note:** Tires replaced under warranty will continue to be covered for the remaining portion of the Bumper-to-Bumper New Vehicle Limited Warranty. Proration charts would apply based on the mileage accumulated from the time of the installation of the replacement tire through the end of the vehicle's Bumper-to-Bumper Warranty term.

**Note:** Only select the Labor Operation that corresponds with the repair performed.

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
8080468*	Warranty Administration - Michelin / Uniroyal / BF Goodrich Tire Replacement	0.4 hrs.
Add	To Replace - Each Additional	0.3 hrs.
8070032	Wheel Alignment Measurement	Use the Published Labor Operation Time

\*This is a unique Labor Operation for Bulletin use only.

Once a customer agrees to tire replacement and their responsible proration amount, the dealer must complete a Tire Pre-Repair Authorization (PRA). To generate a Pre-Repair Authorization, go to the Main/home page in GWM and select **Search/Create a Pre-Repair Authorization Document**.

Version	1
Modified	Released April 25, 2019

