



Service Bulletin

Bulletin No.: 19-NA-078

Date: January, 2020

WARRANTY ADMINISTRATION

Subject: Warranty Administration - Premature or Accelerated Tire Wear On Vehicles Equipped with Various Sizes of Michelin Premier LTX 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	2020	-	-	-	-
Cadillac	XT5						
Chevrolet	Equinox	2018					
GMC	Acadia (VIN N)	2017	2017				
	Acadia	2018	2019				
	Terrain	2018	2020				

Involved Region or Country	North America
Additional Options (RPOs)	Equipped with Michelin Premier LTX TIRE ALL- 225/65R17 102H 1467MS , 225/60R18 SL 100H BW AL3 ,TIRE ALL-235/65R18 SL 106H BW AL3 VAR1 , TIRE 245/65R17 107H 1491MS, TIRE 235/55R20 102H 1493MS (RPOs 5CX, RUB, QMV, QML, QNU)
Condition	Some customers may comment their tires are not meeting tread depth expectations, or wearing out (reaching 2/32 in (1.6 mm)) too quickly.
Cause	<p>This condition may be caused by vehicle alignment issues and/or normal tire performance attributes.</p> <p>For specific tire sizes, there is a new, alternative GM Approved tire available. Please note the additional information and specifications later in this bulletin.</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>Step 1 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>Step 2 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 below, 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"> • 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. • 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). • There is a new, GM approved alternative tire with improved wear performance that is available for the 17" Acadia RPO QML, and 18" Equinox/Terrain/Envision RPO RUB. Please see below for additional information and specifications. <p>For Acadia / XT5 equipped with (RPO QML, QMV, QNU) tires: For customers that want GM approved tires, though request an alternative service replacement tire, there is another tire that may be offered as a replacement for the 18" size, the Continental Cross Contact LX20 235/65R18 106H, TPC #3126MS (RPO QMX). <i>For replacement of the 20" size, (RPO QNU) please continue to utilize the Premier LTX tires referenced below in the parts information.</i> <i>There is a new, GM approved service replacement tire with improved treadwear performance that is available for the 17" size (RPO QML). This tire is the Michelin Primacy Tour A/S 245/65/R17 107H TPC# 3175MS. When utilizing this alternative tire, please replace the tires in quantities of 4, tire models (Primacy and Premier LTX) cannot be mismatched or have different tires on the same vehicle.</i></p> <p>For Equinox / Terrain / Envision equipped with (RPO 5CX, RUB) tires: Use only approved Michelin Premier LTX replacement tires TPC# 3106MS (RPO RUB). There is a new, GM approved service replacement tire with improved treadwear performance that is available for the 18" size (RPO RUB). This tire is the Michelin Primacy Tour A/S 225/60/R18 100H TPC 3174MS. When utilizing this alternative tire, please replace the tires in quantities of 4, tire models (Primacy and Premier LTX) cannot be mismatched or have different tires on the same vehicle. For replacement of the 17" size (RPO 5CX), please continue to utilize the Premier LTX tires referenced below in the parts information. For ordering replacement tires noted above and below, please utilize the normal tire distribution network. If there are any issues with obtaining replacement tires, please call the GM Tire Program. (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 pro-ration chart unique to this bulletin.</p> <p>NOTE:</p> <ul style="list-style-type: none"> – <i>This bulletin is ONLY applicable to the Models, Model Years, equipped with the RPO's noted above.</i> – <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> – <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> – <i>This unique bulletin proration is only applicable to vehicles that have even treadwear, and documented tire rotations performed.</i> – <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>
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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 Primacy Tour A/S, (RPO QML) 245/65R17 BW 107H TPC 3175MS (Acadia)	84752904	4
	Michelin Premier LTX, (RPO QMV) 235/65R18 106H TPC 1492MS (Acadia / XT5)	22996331	
	Continental Cross Contact LX Sport (RPO QMX) 235/65R18BW 106H TPC 3126MS (Acadia / XT5)	84458189	
	Michelin Premier LTX, (RPO QNU) 235/55R20 BW 102H TPC 1493MS (Acadia / XT5)	22996332	
	Michelin Premier LTX, (RPO 5CX) 225/65R17 BW 102H TPC 1467MS (Equinox / Terrain)	22928882	
	Michelin Primacy Tour A/S, (RPO RUB) 225/60R18 BW 100H TPC 3174MS (Equinox / Terrain / Envision)	84727761	
*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	2
Modified	Released April 25, 2019 Revised January 17, 2020 – Revised to add 2020 Model Year and update the Part Information including applicable information listed in the Bulletin.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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