

Frequently Asked Questions (FAQs) for NonCompliance Recall N212340735 Tire Loading Information Incorrect

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 2021 model year GMC Canyon vehicles.

Q2) What is the issue or condition?

A2) General Motors has decided that certain 2021 model year GMC Canyon vehicles fail to conform, in part, to S4.3 of Federal Motor Vehicle Safety Standard (FMVSS) No. 110, "Tire Selection and Rims for Motor Vehicles with a GVWR of 4,536 kilograms (10,000 pounds) or less." The vehicle capacity weight printed on the Tire and Loading Information placard is 22.5 kg (51 lbs.) more than intended.

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) GM will mail owners a B-pillar label that provides a corrected vehicle capacity weight. Owners may bring their label to a dealer for installation if they are uncomfortable applying it themselves.

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

A5) Loading in excess of the correct vehicle capacity weight may affect driving dynamics under certain conditions, increasing the 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/>.

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.