



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

August 11, 2021

Ms. Sabrina Groshek
Executive Director, Global Systems & Product Investigation
General Motors, LLC
General Motors Company
29427 Louis Chevrolet Road
Warren, MI 48093-2350

NEF-107DM
21V-612

Subject: Tire Tread Separation

Dear Ms. Groshek:

This letter serves to acknowledge General Motors, LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

CHEVROLET/EQUINOX/2021-2022
GMC/TERRAIN/2021-2022

Mfr's Report Date: August 5, 2021

NHTSA Campaign Number: 21V-612

Components:

TIRES
TIRES:TREAD/BELT

Potential Number of Units Affected: 7,082

Problem Description:

General Motors, LLC (GM) is recalling certain 2021-2022 Chevrolet Equinox and GMC Terrain vehicles equipped with certain Hankook tires. The tires may have been manufactured with an insufficient amount of curative agent, which could cause tread separation.

Consequence:

Tread separation can result in a loss of vehicle control, increasing the risk of a crash.

Remedy:

Dealers will inspect the tire DOT numbers, and replace any affected tires, free of charge. Owner notification letters are expected to be mailed September 20, 2021. Owners may contact GMC customer service at 1-800-462-8782; and Chevrolet customer service at 1-800-222-1020. GM's number for this recall is N212343560.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.nhtsa.gov.



Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

General Motors, LLC's contact for this recall will be DeMara Magruder who may be reached by email at demara.magruder@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement