

Product Safety Recall

N212343560 Tire Delamination



Release Date: August 2021

Revision: 01

Revision Description: This bulletin is being revised to add the customer letter. Please discard all previous copies of N212343560.

Attention: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

IMPORTANT: Please be sure the factory installed Hankook tires are being inspected for this recall and the inspection is not being performed on an alternate set of customer tires, such as winter, performance or accessory substitutes. If alternate tires are installed, the customer will have to return to the dealership with their OE tires.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Equinox	2021	2022		
GMC	Terrain				

Involved vehicles are marked “open” on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	General Motors has decided that a defect which relates to motor vehicle safety exists in certain Hankook tires installed as original equipment on certain 2021 to 2022 model year Chevrolet Equinox and GMC Terrain vehicles. According to the tire manufacturer, Hankook Tire America Corporation (Hankook), under certain conditions, these tires may experience tread delamination because of a manufacturing irregularity. Delamination of tread may occur at high speeds. The tire will likely not deflate or burst, but the tread separation might compromise vehicle handling and/or cause a crash.
Correction	Dealers will inspect DOT number and barcode information on all tires on vehicles in the population and replace specific tires from the subject DOT number 0521.

Parts

Quantity	Part Name	Part No.
1-4 as Required	RR0 - TIRE ALL-235/50R19 SL 99H BW AL3	84337548

US Dealers:

If you have concerns acquiring replacement tires through your normal process, please call the GM Tire Program at 1-877-728-4737.

Canada Dealers:

If you have concerns acquiring replacement tires through your normal process, please call their Hankook Rep or 1-800-843-7709.

Export Dealers:

All export dealers are required to submit their involved vehicle claims once completed in cooperation with the local Hankook Tire Distributor. Follow the documentation instructions later in this bulletin.

Warranty Information

Tire Bar Code Information Chart

Note: Press ctrl+f that opens a find window where you can type in your bar code to search for it.

7989326851	7989326883	7989326918	7989327128	7989327159	7989326827
7989326852	7989326884	7989326919	7989327129	7989327160	7989326829
7989326853	7989326885	7989326920	7989327130	7989327161	7989326830

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7989326854	7989326887	7989326921	7989327131	7989327162	7989326831
7989326855	7989326888	7989327101	7989327132	7989327163	7989326832
7989326856	7989326890	7989327102	7989327133	7989327164	7989326833
7989326857	7989326891	7989327103	7989327134	7989327165	7989326834
7989326858	7989326892	7989327104	7989327135	7989327166	7989326835
7989326859	7989326893	7989327105	7989327136	7989327167	7989326836
7989326860	7989326894	7989327106	7989327137	7989327168	7989326837
7989326861	7989326896	7989327107	7989327138	7989327169	7989326838
7989326862	7989326897	7989327108	7989327139	7989327170	7989326839
7989326863	7989326899	7989327109	7989327140	7989327171	7989326840
7989326864	7989326900	7989327110	7989327141	7989326810	7989326841
7989326865	7989326901	7989327111	7989327142	7989326811	7989326842
7989326866	7989326902	7989327112	7989327143	7989326812	7989326843
7989326867	7989326903	7989327113	7989327144	7989326813	7989326844
7989326868	7989326904	7989327114	7989327145	7989326814	7989326845
7989326869	7989326905	7989327115	7989327147	7989326815	7989326846
7989326872	7989326906	7989327116	7989327148	7989326816	7989326847
7989326873	7989326907	7989327117	7989327149	7989326817	7989326848
7989326874	7989326908	7989327118	7989327150	7989326818	7989326849
7989326875	7989326909	7989327119	7989327151	7989326819	
7989326876	7989326910	7989327120	7989327152	7989326820	
7989326877	7989326912	7989327121	7989327153	7989326821	
7989326878	7989326913	7989327122	7989327154	7989326822	
7989326879	7989326914	7989327123	7989327155	7989326823	
7989326880	7989326915	7989327125	7989327156	7989326824	
7989326881	7989326916	7989327126	7989327157	7989326825	
7989326882	7989326917	7989327127	7989327158	7989326826	

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105875	DOT Code inspection only	0.2	ZFAT	N/A
9105876	Remove Tire(s) and Inspect inner label (no replacement required, includes DOT code inspection)	0.5		
	Add (each additional tire removed): Includes Tire Balancing	0.3		
9105877	Remove Tire(s) and Inspect inner label; replace at least one tire (includes DOT code inspection)	0.5		
	Add (each additional tire removed or replaced): Includes Tire Balancing	0.3		

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Service Procedure



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1. Inspect the DOT code on the tire as shown.
 - If the DOT code reads "0521" as shown above, proceed to step 2.
 - If the DOT code DOES NOT read "0521," no further action is required.
2. Remove the tire from the wheel. Refer to *Tire Dismounting and Mounting* in SI.

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3. Inspect the inside of the tire for the bar code sticker as shown.
 - If the numbers below the bar code match any of the numbers on the provided chart, OR if the numbers are not legible replace the tire with a new tire and balance the new assembly. Refer to *Tire Dismounting and Mounting* in SI.
 - If the numbers below the bar code DO NOT match any of the numbers on the provided chart, reinstall the original tire and rebalance the assembly. Refer to *Tire Dismounting and Mounting* in SI.

Additional Procedures for US/Canada

Federal regulations require all recalled tires to be completely disabled within 24 hours of removal. If the DOT code is 0521 and the bar code sticker matches the information provided in the chart, the tire needs to be rendered inoperable **immediately after it is removed**. It is necessary to drill two 13mm (or ½ inch) holes in the tire sidewall to ensure it is not put back into service. Do not drill through the DOT code or bar code sticker.

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Drill two 13mm holes in the tire sidewall. Do not drill through the DOT code or bar code sticker.

Additional Procedures Applicable to Export Countries Only

Dealers are required to contact local customers to coordinate vehicle inspection with the local Hankook Tire Distributor. If the DOT code is 0521 and the bar code sticker matches the information provided in the chart, the tire needs to be replaced.

The defective tire must have the DOT code and the bar code sticker documented with photos. It is also necessary to drill two 13mm holes in the tire sidewall to ensure it is not put back into service.

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1. Take a picture of the DOT code.



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2. Take a picture of the bar code sticker, making sure the numbers (if legible) are in focus.

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3. Drill two 13mm holes in the tire sidewall above the bar code sticker. Do not drill through the DOT code or bar code sticker. Take a picture of the holes, including the bar code sticker.

Tire Return Instructions:

Note: The recalled tire return procedures are region specific. Please follow your country's return procedures outlined below.

Note: failure to comply with providing the necessary information puts the dealership at risk of a debited claim.

For US and Canada:

The following process only applies to vehicle tires replaced per this recall. Follow the normal process for all other warranty replacement tires.

Drill two 13mm or ½ inch holes in the sidewall immediately after removal per the instructions above.

Create a New Tire Pre-Repair Authorization Document in Global Warranty Management (GWM)

- Select ZREG transaction type
- Select Tire Replacement Pre-Repair Type
- Enter required information on Tire Pre-Repair Authorization tab. Required fields are marked with an "**". Enter 8060600 in the Labor Operation field.
- Enter required information on the Tire Pre-Repair Authorization tab. Select "Other" as the Removal Reason and enter "**Product Safety Recall N21-2343560, Tire DOT Date 0521 and Bar Code _____ (insert bar code number)**" in the text box.
- For the two questions at the bottom of the page:
 - Select "Yes" for the first question at the bottom of the page (Was there visible cracking....?) and enter "**Product Safety N21-2343560, Tire DOT Date 0521 and Bar Code _____ (insert bar code number)**" in the text box.
 - Select "No" for the second question (Did the tire issue cause.....?)
- Print the GWM Tire Replacement Document. Attach a copy of the complete Document to the job card.
- Detach the shipping label portion of the document, attach a copy to each tire using clear packing tape.
- Mark tires with the word "RECALL" on the sidewall
- Ship tire(s) immediately to address on GWM shipping label.

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- Once the PRA is in “Accept” status, submit the transaction as follows:
 - Select ZFAT transaction
 - Enter Pre-Repair Authorization Number in the “Reference Number” field
 - Use applicable tire replacement labor operation provided in this bulletin (9105877)
 - Enter replacement tire part number and quantity in the Parts section
 - No proration applies to used tires subject to this recall
 - DO NOT select GM Pre-Repair Authorization in the “Authorization/Comments” section of the transaction
 - DO NOT enter the PRA number in the Pre-Repair Authorization Number field.

For EXPORT COUNTRIES

Take photos per the service procedure and email to the country specific email address below.

Provide photos captured in the procedure above to the appropriate country representative listed in the table below.
 Email Subject Line: GM Tire Recall N21-2343560

Country	Email Photos of Tire Information
Brazil	Leandro Marques De Figueiredo / 41601152@hankookn.com
Argentina, Uruguay	Sergio Pizarro / 40005571@hankookn.com
Mexico	Carlos Alberto Llerena Calderon / carlos.llerena@hankookn.com
Korea	Jiyong Joung / jiyong@hankookn.com
U.A.E.	Sungjin BAE / bae0718@hankookn.com
Saudi Arabia	Yeonjoo LEE / zoo0820@hankookn.com

Dealer Responsibility – For USA & Export (USA States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

Dealer Responsibility – All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering

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your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this recall. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall may be a violation of law in several states.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual for courtesy transportation program details.

Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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 tools, equipment, 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 dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**



IMPORTANT SAFETY RECALL

September 2021

This notice applies to your vehicle, VIN: _____

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2021 – 2022 model year Chevrolet Equinox and GMC Terrain. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM safety recall N212343560.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

According to the tire manufacturer, Hankook Tire America Corporation (Hankook), under certain conditions, these tires may experience tread delamination because of a manufacturing irregularity. Delamination of tread may occur at high speeds. The tire will likely not deflate or burst, but the tread separation might compromise vehicle handling, increasing the risk of a crash.

What will we do?

Your GM dealer will inspect DOT number and/or barcode information on all tires on vehicles in the population and replace specific tires from the subject DOT number 0521. This service will be performed for you free of charge.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

If you have already replaced an affected tire prior to your receipt of this notice due to the condition described, Hankook Tire will reimburse you for the cost of the comparable replacement tire, including mounting, balancing, and taxes. To be eligible for reimbursement, you must call Hankook Tire at 1-800-Hankook (426-5665), option 0, and provide the relevant documentation as instructed. For owners located in Canada, you must call Hankook Tire at 1-905-463-9802, extension 710. The tire must meet both the DOT and barcode number to be part of the recall. However, Hankook will also replace tires with an unreadable barcode. If a vehicle has one or three tires installed that are part of the recall, Hankook will provide replacement tires to ensure that both tires on an axle are replaced.

Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection and service correction time of approximately two hours.

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

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If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 21V612.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Regina A. Carto
Vice President
Global Product Safety and Systems

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