

Frequently Asked Questions (FAQs) for Safety Recall N212343560 Tire Delamination

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) 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.

Q2) What is the issue or condition?

A2) According to the tire manufacturer, Hankook Tire America Corporation (Hankook), under certain conditions, these tires may experience tread delamination because of a manufacturing irregularity.

Q3) What symptoms may be experienced? What warning signs may be associated with the issue or condition described?

A3) Drivers may hear noise or feel vibration while driving. A bulge in the tread may also be noticeable.

Q4) What is the remedy/repair?

A4) Dealers 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.

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

A5) 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.

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.