

Frequently Asked Questions (FAQs) for Safety Recall N212346510 Mismatched Spare Tire

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 2019 – 2021 model year Chevrolet Silverado 1500 and GMC Sierra 1500 vehicles equipped with a 17" spare tire (RPO RHM, QBR, or XCQ) and also equipped with (i) 22" accessory road tires (RPO XD5 or XAH), (ii) 20" accessory road tires (RPO XDF) or (iii) 18" accessory road tires (RPO RCP).

Q2) What is the issue or condition?

A2) If the original 17" spare tire is installed on the vehicle opposite one of the listed accessory tires, the anti-lock braking system (ABS) may not independently control the rear wheels on low-friction surfaces.

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) Dealers will provide a 17" spare tire and wheel assembly with compatible RPK rating to owners confirmed to have the 22", 20", or 18" accessory road tires. Dealers will also apply a new spare tire information label over the existing tire placard label. Owners will also be provided an Owner's Manual insert clarifying which spare tire that should be used with the 22", 20" and 18" accessory road tires and the spare tire be used with the 17" original tires.

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

A5) If the ABS system cannot control the rear wheels independently on low-friction surfaces, there is an increased 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/>.

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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.