

## **Frequently Asked Questions (FAQs) for Safety Recall N212336230 Improper Inspection for Overcured Tires**

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 Continental tires installed as original equipment on certain 2019 model year Chevrolet Silverado 1500 and GMC Sierra 1500 vehicles.

**Q2) What is the issue or condition?**

**A2)** According to the tire manufacturer, Continental Tires the Americas (Continental), the affected tires may have an overcure condition and Continental has initiated a safety recall for these tires. Due to an omission in the service bulletin for General Motors' recall N212329050, dealers may have failed to identify and replace, as necessary, suspect tires on 2019 Silverado and Sierra vehicles that were inspected under that recall.

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

**A3)** Tires may experience a sudden air loss without warning while others may exhibit visible localized tread wear which may manifest as excessive vibration and/or bulging in the tread area.

**Q4) What is the remedy/repair?**

**A4)** Dealers will inspect vehicles and replace tires that have DOT number and production mold number combinations identified by Continental.

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

**A5)** According to Continental, overcured tires may experience a carcass break in the sidewall with sudden air loss or could develop a belt edge separation which could lead to partial or full tread/belt loss. These conditions may increase 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?**

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- 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.