

# Special Coverage Adjustment

## N192219480 Drivers Front Seat Belt Lap Pretensioner



Release Date: June 2019

Revision: 00

**Attention:** The vehicles in this special coverage were previously involved in safety recall 14187. Dealers must initially perform the safety recall if IVH shows the vehicle as “open” under status in the required field actions section. If a customer returns for the condition stated in this special coverage and IVH shows safety recall 14187 as “closed”, dealers are to perform the correction under this special coverage.

DO NOT perform safety recall 14187 and special coverage N192219480 at the same time. This special coverage is intended for customers who return AFTER safety recall 14187 has been completed for the condition stated below.

This Special Coverage can be seen in the Applicable Warranties section in Investigate Vehicle History (IVH).

Make	Model	Model Year		RPO	Description
		From	To		
Buick	Enclave	2009	2014		
Chevrolet	Traverse	2009	2014		
GMC	Acadia	2009	2014		
Saturn	Outlook	2009	2010		

Involved vehicles are identified on the Applicable Warranties section 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.

<b>Condition</b>	On some 2009 - 2014 model year Buick Enclave, Chevrolet Traverse, GMC Acadia and 2009 - 2010 model year Saturn Outlook vehicles, may have a condition where if a driver repeatedly sits on the seat belt cable cover located at the base of the driver's seat when entering the vehicle, it may cause the seat belt pretensioner to bend sharply over the seat side shield. If this continues to occur over an extended period of time, which is very rare, the seat belt pretensioner cable may fatigue and eventually separate, which could reduce the effectiveness of the driver's seat belt. Before any damage occurs to the pretensioner cable itself, signs of wear will be visible on the pretensioner cable cover where it has been repeatedly bent over the seat side shield
<b>Special Coverage Adjustment</b>	<p>This special coverage covers the condition described above for a period of 12 years or 180,000 miles (290,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.</p> <p>For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after June 13, 2019, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to June 13, 2019, must be submitted to the Service Contract provider.</p> <p>Vehicle owners or lessees who paid for repairs referenced in this Special Coverage (“Customers”) are eligible for reimbursement of their reasonable and customary expenses in accordance with the procedures specified below. The conditional right to reimbursement is provided by GM solely in the interest of customer satisfaction and is personal to Customers. <i>Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.</i></p>
<b>Correction</b>	Dealers are to inspect and replace the driver seat belt lap anchor pretensioner and replace if necessary. The repairs will be made at no charge to the customer.

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### Parts

Quantity	Part Name	Part No.
1	TENSIONER KIT, D/SEAT BELT	19329399
1	TENSIONER KIT, D/SEAT BELT	19329400
1	TENSIONER KIT, D/SEAT BELT	19329401
1	TENSIONER KIT, D/SEAT BELT	19329402
1	TENSIONER KIT, D/SEAT BELT	19329403

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which Tensioner Kit, D/Seat Belt to order as they are color parts. These parts should not be ordered as shelf stock.

**Reminder:** Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9900623	Inspect Only – No Further Action Required	0.2	ZREG	N/A
9900624	Replace Driver Seat Belt Tensioner Kit (Includes Inspection and Pyrotechnic Device Disposal)	0.5	ZREG	N/A
9900625	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZREG	*
9900626	Customer Reimbursement Denied – For USA dealers only	N/A	ZREG	**

\* For USA and Canada: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.

For Export: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement.

\*\* Submit \$10.00 administrative allowance in Net/Admin Allowance.

### Service Procedure

Use the following steps to inspect the driver's front seat belt tensioner cable cover for damage. If the cable cover displays damage, replace the affected front seat belt tensioner kit.

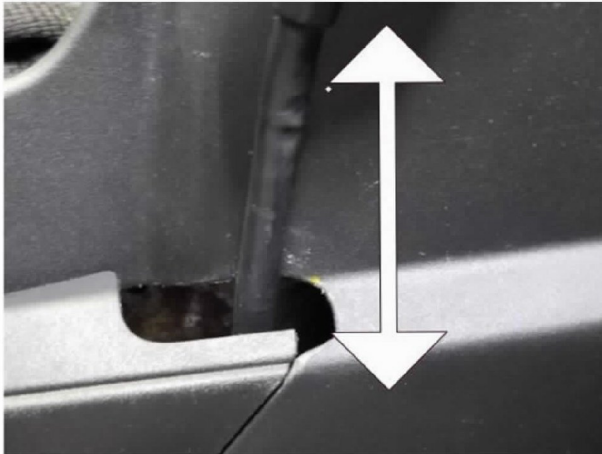


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1. Move the driver seat to the full forward and full down position.

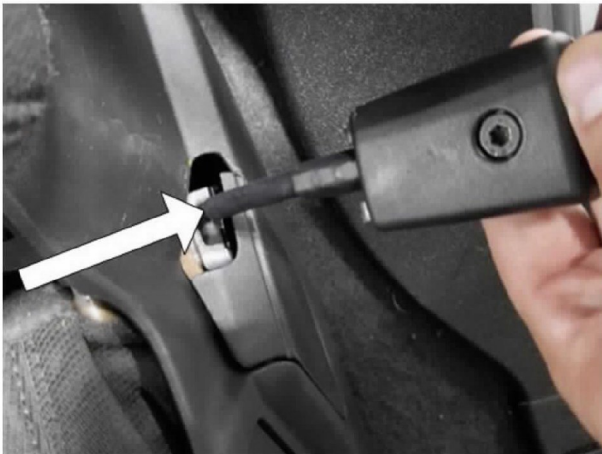
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2. With the seat in the full forward and down position, inspect the seat belt tensioner cable cover for damage. Inspect the complete cable cover from the base of the cable to the latch. Damage includes any splits, holes or cracks.



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3. Flex the seat belt in an outboard direction and look on inboard side of driver seat seatbelt anchor cover for damage.

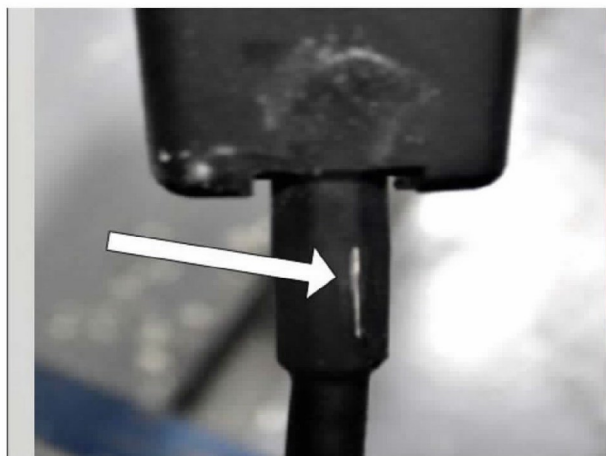
#### Damage Examples



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4. If inspection finds cuts, splits, tears or cracks exposing the metal components underneath, replace the driver side front seat belt anchor plate tensioner. Refer to *Front Seat Belt Anchor Plate Tensioner Replacement* in SI.
5. If no damage is found, inform the customer that the special coverage condition is not present on their vehicle.

#### Customer Notification

General Motors will notify Customers of this special coverage on their vehicle (see copy of typical Customer letter included with this bulletin).

#### Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by July 31, 2020. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

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**

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July 2019

This notice applies to your vehicle, VIN: \_\_\_\_\_

Dear General Motors Customer:

As the owner of a 2009 - 2014 model year Buick Enclave, Chevrolet Traverse, GMC Acadia or 2009 - 2010 model year Saturn Outlook vehicle, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2009 - 2014 model year Buick Enclave, Chevrolet Traverse, GMC Acadia and 2009 - 2010 Saturn Outlook vehicles, where if an occupant repeatedly sits on the seat belt cable cover located at the base of the seat when entering the vehicle, it may cause the seat belt pretensioner to bend sharply over the seat side shield. If this continues to occur over an extended period of time, which is very rare, the seat belt pretensioner cable may fatigue and eventually separate, which could reduce the effectiveness of the vehicle's seat belts. Before any damage occurs to the pretensioner cable itself, signs of wear will be visible on the pretensioner cable cover where it has been repeatedly bent over the seat side shield.

**Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.**

**What We Have Done:** General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2009 - 2014 model year Buick Enclave, Chevrolet Traverse, GMC Acadia or 2009 - 2010 model year Saturn Outlook vehicles within 12 years of the date your vehicle was originally placed in service or 180,000 miles (290,000 km), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

**What You Should Do:** If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

**Reimbursement:** If you have already paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by July 31, 2020, unless state law specifies a longer reimbursement period.

The right to submit reimbursement claims is provided by GM solely in the interest of customer satisfaction and is personal to vehicle owners and lessees who previously paid for repairs referenced in this Special Coverage ("Customers"). **Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.**

If you have any questions or need any assistance, please contact your dealer or the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Buick	1-800-521-7300	1-800-832-8425
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-889-2438
Saturn	1-800-553-6000	1-800-833-6000
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

Neelie O'Connor

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Executive Director  
North America Contact Center Operations

Enclosures  
N192219480

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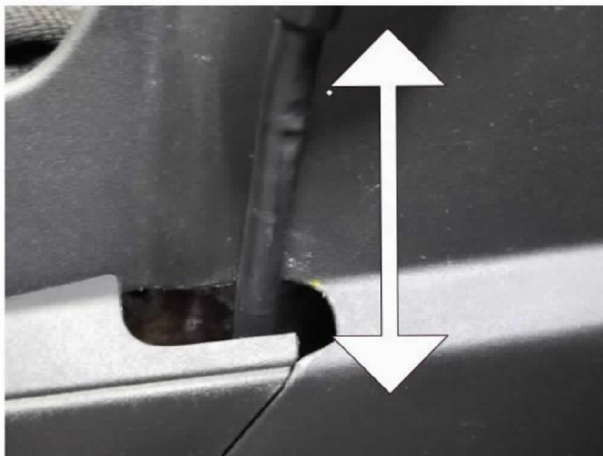


### Customer Inspection Procedure

Use the following steps to inspect the driver's front seat belt tensioner cable cover for damage. If the cable cover displays damage, it will be necessary to have the affected front seat belt tensioner replaced at the dealer.



1. Move the driver seat to the full forward and full down position.



2. With the seat if the full forward and down position, inspect the seat belt tensioner cable cover for damage. Inspect the complete cable cover from the base of the cable to the latch. Damage includes any splits, holes or cracks.



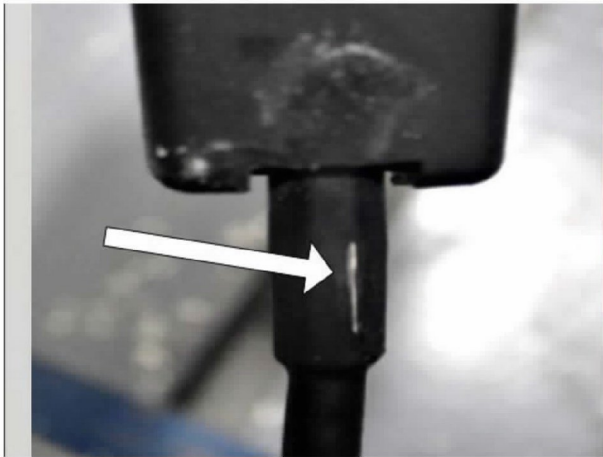
3. Flex the seat belt in an outboard direction and look on inboard side of driver seat seatbelt anchor cover for damage.

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#### Damage Examples



4. If you find cuts, splits, tears or cracks exposing the metal components underneath, or you are unsure of the condition of your seat belt system, take your vehicle to the dealer for inspection.