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# Bulletin Summary - N192219480 Driver's Front Seat Belt Lap Pretensioner (Special Coverage)

## CAC Bulletin Summary

### Condition

Bulletin Summary: N192219480 Driver's Front Seat Belt Lap Pretensioner (Special Coverage)																
<p><b>Brief</b></p>	<p>If the driver repeatedly sits on the driver's front seat belt pretensioner cable cover when entering the vehicle, the seat belt's pretensioner cable can become damaged. Before any damage will occur 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. Customers are to check the condition of their driver's front seat belt pretensioner cable cover using the pictures and instructions which were mailed to them with the Customer Letter. If they're uncomfortable doing the check themselves, a &lt;Brand&gt; Dealer will do it for them at no cost.</p> <p style="text-align: center;"><b>Owners are to check the driver's seatbelt pretensioner cable cover for signs of damage.</b></p> 															
<p><b>Must Know Information</b></p>	<p><b>Parts/Remedy Status:</b> <span style="color: green;">AVAILABLE</span> See below for more information &amp; scripting:</p> <ul style="list-style-type: none"> <li>• Diagnosis/repair will be \$0 if the vehicle is serviced within the time <u>and</u> mileage parameters, and diagnosis shows that the concern matches the condition described by this field action.</li> <li>• Diagnosis/repair will be Customer Pay if the vehicle is serviced after this SC expires (time or mileage) or diagnosis shows the concern is something different from the condition covered by this SC.</li> </ul> <p><b>SC Parameters:</b> This SC covers the condition described for a period of <u>12 years or 180,000 miles</u>, whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.</p> <p><b>FAQs:</b> <a href="#">N192219480 FAQs</a></p> <p><b>Reimbursement Requests:</b> Involved owners who believe they already paid for this repair out-of-pocket before this FA launched may submit a request for reimbursement. <u>Reimbursement request due date = 07/31/2020.</u></p>															
<p><b>Involved Vehicles (USA)*</b></p>	<table border="1" data-bbox="402 1398 834 1614"> <thead> <tr> <th>Make</th> <th>Model</th> <th>Model Year</th> </tr> </thead> <tbody> <tr> <td>Buick</td> <td>Enclave</td> <td>2009 -2014</td> </tr> <tr> <td>Chevrolet</td> <td>Traverse</td> <td>2009 -2014</td> </tr> <tr> <td>GMC</td> <td>Acadia</td> <td>2009 -2014</td> </tr> <tr> <td>Saturn</td> <td>Outlook</td> <td>2009 - 2010</td> </tr> </tbody> </table> <p><i>*All Field Actions are VIN-Specific. For each MY/Make family listed above, only certain VINs may be involved. To see if the Customer's VIN is included, follow the Field Action Handling Process and lookup the Customer's VIN in IVH.</i></p>	Make	Model	Model Year	Buick	Enclave	2009 -2014	Chevrolet	Traverse	2009 -2014	GMC	Acadia	2009 -2014	Saturn	Outlook	2009 - 2010
Make	Model	Model Year														
Buick	Enclave	2009 -2014														
Chevrolet	Traverse	2009 -2014														
GMC	Acadia	2009 -2014														
Saturn	Outlook	2009 - 2010														
<p><b># of Involved Customer VINS (USA)</b></p>	<p>~1,345,010 vehicles (These vehicles are owned by Customers who live in the USA &amp; USA protectorate.)</p>															
<p><b>Condition</b></p>	<p>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.</p> <p>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</p>															

	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>Correction</b>	Dealers are to inspect and replace the driver seat belt lap anchor pretensioner and replace if necessary.
<b>What is the safety risk? (Is the vehicle safe to drive?)</b>	"This is not a Safety Recall."
<b>Parts / Remedy Status</b>	<p><b>AVAILABLE:</b></p> <p>"Parts and remedy are available now. Please inspect your vehicle for the condition using the instructions which were provided with your Customer Letter. If you're uncomfortable completing the inspection yourself, you may take your vehicle to any &lt;Brand&gt; Dealer, and they will complete the inspection for you for free.</p> <p>If you believe your vehicle shows the condition described, you should make an appointment to have the concern diagnosed as soon as possible. If your &lt;Brand&gt; Dealer finds that the concern matches the one covered by this Special Coverage, and you have the vehicle serviced within the time and mileage parameters associated with this Field Action, the repair will be completed at no cost to you. If the concern does not match the condition described, additional diagnosis and repairs will be at your expense.</p> <p>Please keep the Customer Letter and inspection instructions in your vehicle, and as recommended by your vehicle's Owner's Manual, check your vehicle's restraint system every 7,500 miles."</p>
<b>Potential Symptoms or Warning Signs</b>	<ul style="list-style-type: none"> <li>Signs of damage on the driver's seat belt pretensioner cable cover</li> </ul>
<b>Special Instructions</b>	<p>Customers should perform the inspection procedure which was provided with the letter they received, following the instructions which were provided.</p> <p>If the Customer isn't comfortable performing the inspection, they may take their vehicle to a &lt;Brand&gt; dealer, and they will perform this inspection free of charge.</p> <p>If the Customer performed the inspection and believes their vehicle has the condition described above, they should take their vehicle to their &lt;Brand&gt; dealer for repair.</p> <p>Customers should keep this letter with their other important glove box literature for future reference.</p>
<b>FAQs</b>	<p>N192219480 FAQs</p> <p>General SC FAQs:</p> <ul style="list-style-type: none"> <li><a href="#">Why did GM send Customer a letter notifying them about a SC that already EXPIRED for their VIN?</a></li> <li>How do the time &amp; mileage parameters for a Special Coverage affect reimbursement eligibility for owners who think they paid out-of-pocket for related repairs, before the SC launched?</li> </ul>
<b>Was a Stop Sale Issued?</b>	No
<b>Diagnosis &amp; Repair Cost \$\$\$</b>	<p>Check IVH for the specific time &amp; mileage parameters associated with the Special Coverage for this Customer's VIN.</p> <ul style="list-style-type: none"> <li>If the vehicle is still within the age <u>and</u> mileage parameters established by this Special Coverage, and diagnosis finds that the current vehicle concerns are related to this Field Action, the Customer will not be charged for the diagnosis or repairs.</li> <li>If the vehicle is outside the age and/or mileage parameters associated with this Special Coverage, or if diagnosis shows that the current concerns are unrelated to this Field Action, the Customer will be responsible for the cost of diagnosis and repair.</li> </ul>
<b>Customer Letters</b>	<p>Customer Letters are mailed to the addresses on file for last known registered vehicle owners/leasees. Involved owners who have registered the vehicle with their state's Department of Motor Vehicles (DMV), and provided their DMV with their current mailing address, will receive these letters.</p> <ul style="list-style-type: none"> <li>N192219480 Customer Letter - Parts/Remedy Available (JUL 2019)</li> </ul>
<b>TREAD Reimbursement (Process &amp; Filing Deadline)</b>	<p>If the Customer believes they've already paid for repairs for the condition described, they may submit a request for a TREAD reimbursement.</p> <p>The reimbursement form (included in the letter which was mailed to the Customer) &amp; all required documents must be presented to a &lt;Brand&gt; Dealer or received by the Reimbursement Department by <b>07/31/2020</b>, unless state law specifies a longer reimbursement period.</p> <p>If the Customer works with their &lt;Brand&gt; Dealer, their reimbursement request will be expedited. If this is not convenient, the Customer may mail the completed reimbursement form and all required documents to: Reimbursement</p>

	<p>Department, PO Box 33170, Detroit, MI 48232-5170.</p> <p>If the Customer has lost their blank reimbursement request form, or has other general questions about the reimbursement process, reference <a href="#">Reimbursement inquiries (Handling)</a>.</p> <p><i>(TREAD Team only) The Customer Reimbursement Approved Labor Op Code for this Field Action is <a href="#">9900625</a>.</i></p>			
<p><b>Courtesy Transportation</b> <i>(General Information)</i></p>	<ul style="list-style-type: none"> <li>• Courtesy Transportation is not offered to <b>Medium Duty Truck</b> owners.</li> <li>• For all other vehicle types:             <ul style="list-style-type: none"> <li>◦ No courtesy trans. (e.g. free rental) is available for Customers as they wait for parts/remedy to be available, while status of FA is Incomplete/Remedy not available.</li> <li>◦ No courtesy trans. (e.g. free rental) is available for Customers as they wait for their repair date to arrive, while status of FA is Incomplete/Remedy not available.</li> <li>◦ While the vehicle is being serviced at a &lt;Brand&gt; Dealership for this field action, Courtesy transportation is available as long as the vehicle is: involved in this Field Action -AND- still within the warranty coverage period for the warranty which is associated with this Field Action.</li> </ul> </li> <li>• For more information, see <a href="#">Courtesy Transportation Program Guidelines</a>.</li> </ul>			
<p><b>Towing</b> <i>(General Information)</i></p>	<p><i>"If your vehicle needs to be towed to &lt;Brand&gt; Dealer for repair, please call &lt;Brand&gt; Roadside Assistance for towing to a preferred &lt;Brand&gt; Dealership. If you are inside the applicable warranty for time and miles, &lt;Brand&gt; will pay for the tow. If you are out of the applicable warranty, but you subscribe to an OnStar package which includes &lt;Brand&gt; Roadside Assistance, OnStar will pay for the tow."</i></p> <p><i>"If you're outside of the applicable warranty, and you do not subscribe to an OnStar package which includes towing, you will be responsible for paying for the tow. Even if you're outside the applicable warranty, please call our &lt;Brand&gt; Roadside Assistance Team for the towing, as we offer competitive rates and excellent Customer Service."</i></p>			
<p><b>How can the Customer check their VIN for Required Field Actions?</b></p>	<p>Customers may lookup their vehicle's VIN (Vehicle Identification Number) at <a href="http://my.gm.com/recalls">my.gm.com/recalls</a> (GM Owner Center) or <a href="http://safercar.gov">safercar.gov</a> (NHTSA's website).</p> <ul style="list-style-type: none"> <li>• Owner Center shows all open/incomplete required FAs on the VIN (Recalls &amp; Cust Sats).</li> <li>• NHTSA's website just shows open/incomplete Recalls.</li> </ul>			
<p><b>Additional Information</b></p>	<p>This is a <a href="#">Special Coverage Field</a> Action. For involved vehicles, warranty coverage is extended to address the occurrence of the specific condition described.</p> <p>Check IVH for the specific time &amp; mileage parameters associated with the SC for this Customer's VIN.</p> <p><b>Set cost expectations properly:</b> <i>"If you believe your vehicle is experiencing the condition described, you should take your vehicle to your &lt;Brand&gt; Dealer for service. If your &lt;Brand&gt; Dealer finds the problem was caused by the condition described by this Field Action, and you seek service within the date/mileage parameters of this Field Action, your &lt;Brand&gt; Dealer will service your vehicle free of charge.</i></p> <p><i>If your &lt;Brand&gt; Dealer finds the problem was caused by something other than the condition described by this Field Action, or you don't have your vehicle serviced within the date/mileage parameters of this Field Action, diagnosis and repairs will be completed at your expense. Would you like me to connect you to your preferred &lt;Brand&gt; Dealer to schedule your vehicle for service?"</i></p> <p><u>Special Coverage Adjustment Information:</u></p> <ul style="list-style-type: none"> <li>• Special Coverage FA# N192219480 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.</li> <li>• 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.</li> <li>• 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. 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.</li> </ul>			
<p><b>Dealer Bulletin</b></p>	<p>N192219480 Dealer Bulletin</p>			
<p><b>BAS</b></p>	<p>Your Business Unit &gt; RFI Special Coverage &gt; N192219480 LF Seatbelt Cable</p>			
<p><b>UCC</b></p>	<table border="1"> <tr> <td data-bbox="391 1969 467 2018">C28</td> <td data-bbox="467 1969 899 2018">Restraints - Seat Belt System / Buckles /</td> <td data-bbox="899 1969 1554 2018">Choose the symptom described by the Customer.</td> </tr> </table>	C28	Restraints - Seat Belt System / Buckles /	Choose the symptom described by the Customer.
C28	Restraints - Seat Belt System / Buckles /	Choose the symptom described by the Customer.		

	Tether Anchor	If no symptoms were present, choose 'No symptom indicated'.
<b>Original GMA Publication Date</b>	6/14/19	
<p><b>Reminder:</b> If the Customer asks you a question that you cannot answer, using this document, FAQs where available, other documents &amp; GM resources, per our <i>Field Action Handling Process</i>, set an alarm in Siebel (Scheduled F/U) to follow-up with the Customer in 2 business days, and escalate as follows:</p> <ul style="list-style-type: none"> <li>• Escalate locally at the Site first: Advisor &gt; Team Lead &gt; SPL</li> <li>• If the Site can't provide answer/guidance, escalate to the FA Communications BPL via <a href="#">BLUEFAQ</a> in Siebel <ul style="list-style-type: none"> <li>◦ Activity Type=<u>Escalation Activity</u>, Status =<u>Not Started</u>, Assigned to=<u>BLUEFAQ</u></li> <li>◦ In order for the escalation to reach the BPL, your escalation must be coded exactly as shown above.</li> </ul> </li> </ul>		

Additional Information

Legal Data

Document Information

**Latest Version**

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**Published**

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**Pending**

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# Special Coverage Adjustment

## N192289390 Seat Belt Anchor Pretensioner Cable



Release Date: June 2020

Revision: 00

**Attention:** The VINs under prior Special Coverage 18127 and 18128 have been moved to this Special Coverage to allow for the extension of coverage to 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.

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

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado	2014	2017		
GMC	Sierra	2014	2017		

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>	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 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. The condition described may exist in the following models and model years: 2014-2016 Chevrolet Silverado LD and GMC Sierra LD trucks, limited 2017 Chevrolet Silverado LD and GMC Sierra LD trucks, and limited 2016 Chevrolet Silverado HD and GMC Sierra HD trucks.
<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 2, 2020, 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 2, 2020, 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 replace the pretensioner and side shield for all customers that experience a broken pretensioner cable or come to a dealership with excessive wear on the cable sleeve. The repairs will be made at no charge to the customer.

### Parts

Quantity	Part Name	Part No.
1	Pnl-Side Shield - Two Way Manual LH Remote Recline - Dark Ash Grey	84233205
1	Pnl-Side Shield - Two Way Manual LH Remote Recline and Manual Lumbar - Dark Ash Grey	84233193
1	Pnl-Side Shield - Two Way Manual LH Remote Recline and Manual Lumbar - Jet Black	84233192
1	Pnl-Side Shield - Power LH - Jet Black	84233195
1	Pnl-Side Shield - Power LH - Dark Grey	84233196
1	Pnl-Side Shield - Power LH - Dune	84233200
1	Pnl-Side Shield - Power LH - Cocoa	84233199
1	Tensioner Kit - Driver Seat Belt - Jet Black	19356262
1	Tensioner Kit - Driver Seat Belt - Dune	19356264
1	Tensioner Kit - Driver Seat Belt - Cocoa	19356267
1	Tensioner Kit - Driver Seat Belt - Dark Ash Grey	19356263

# Special Coverage Adjustment

## N192289390 Seat Belt Anchor Pretensioner Cable



**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.

**IMPORTANT:** Through GMs continuous improvement process, the above listed parts have been determined to be the most effective design when performing this repair. **Use only the parts listed above** for this repair. The EPC may identify different part numbers for these components, do not use the parts listed in the catalog. Only order the color you need from the list above.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9900723	Inspect Only – No Further Action Required	0.2	ZREG	N/A
9900724	Replace Front Seat Belt Anchor Plate Tensioner and Cushion Outer Finish Cover (Includes Inspection and Disposal of Pyrotechnic Device)	0.6	ZREG	N/A
9900725	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZREG	*
9900726	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

#### Inspection Procedure

Use the following steps to verify the customer concern.

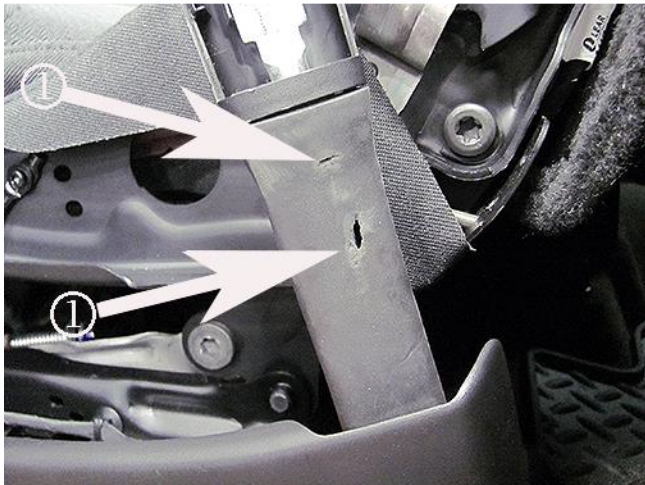
1. Move the driver seat to the full forward and full down position.



2. Inspect the seat belt tensioner cable cover for damage. Inspect the complete cable cover from the base of the cable to the buckle.

## Special Coverage Adjustment

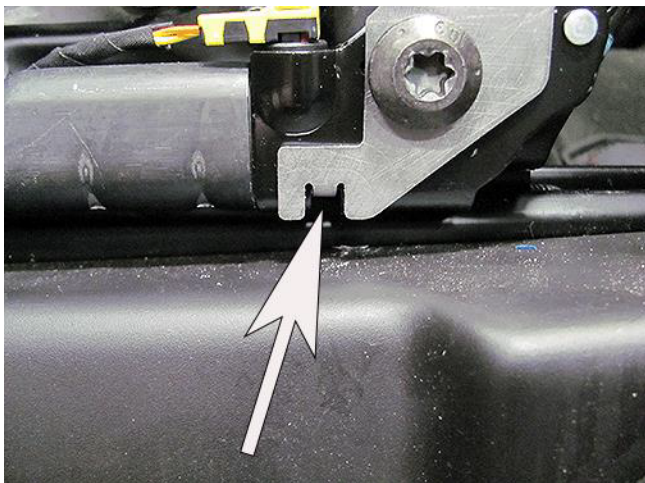
### N192289390 Seat Belt Anchor Pretensioner Cable



This damage will be in the form of holes (1) or splitting (2).

- If **any damage** is found, replace the driver side front seat belt anchor plate tensioner and the front seat cushion outer finish cover.
- If no damage is found, inform the customer that the special coverage condition is not present on their vehicle at this time.

#### **Replacement Procedure**



# Special Coverage Adjustment

## N192289390 Seat Belt Anchor Pretensioner Cable



**NOTE:** If a tensioner bracket was installed as part of a previous service, discard the bracket. The new replacement front seat belt anchor plate tensioner design eliminates the need for the bracket.

1. Replace the driver side front seat belt anchor plate tensioner. Refer to *Front Seat Belt Anchor Plate Tensioner Replacement* in SI.
2. Replace the driver side front seat cushion outer finish cover. Refer to *Front Seat Cushion Outer Finish Cover Replacement* in SI.

### **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**

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 August 31, 2022. See General Motors Service Policies and Procedures Manual, Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

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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.



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Voluntary Technician  
Certification**

# Special Coverage Adjustment

## N192289390 Seat Belt Anchor Pretensioner Cable



June 2020

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

Dear General Motors Customer:

As the owner of a 2014-2017 model year Chevrolet Silverado or GMC Sierra, your satisfaction with our product is very important to us.

This letter is intended to make you aware that in certain 2014-2017 model year Chevrolet Silverado and GMC Sierra vehicles, 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 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.

If you have owned your vehicle for a longer period of time, you may have previously received a letter from us stating your vehicle was involved in Special Coverage Program 18127 or 18128. These Special Coverage Programs provided coverage for the condition described above for a period of 10 years from the date your vehicle was originally placed in service or 150,000 miles (240,000 km), whichever occurred first and would be repaired for you at **no charge**. This letter is to provide you with notice that the coverage for this condition has been **extended** to 12 years from the date your vehicle was originally placed in service or 180,000 miles (290,000 km), whichever occurs first, and will be repaired for you at **no charge**.

**What We Have Done:** General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2014-2017 model year Chevrolet Silverado or GMC Sierra 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:** Please perform the inspection procedure enclosed with this letter, and follow the instructions provided. If you are not comfortable performing this inspection, please take your vehicle to a GM dealer and they will perform this inspection free of charge. If you've performed the inspection and believe your vehicle has the condition described above, please take your vehicle to your GM for repair. For the repair to qualify for this special coverage, it 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 June 30, 2021, 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.**

# Special Coverage Adjustment

## N192289390 Seat Belt Anchor Pretensioner Cable



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)
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-889-2438
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  
Global Executive Director  
Customer Experience Operations

Enclosures  
N192289390

# Special Coverage Adjustment

## N192289390 Seat Belt Anchor Pretensioner Cable



### Customer Inspection Procedure

Use the following steps to verify the condition of the seat belt tensioner cable cover.

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



2. Inspect the seat belt tensioner cable cover for damage. Inspect the complete cable cover from the base of the cable to the buckle.



This damage will be in the form of holes (1) or splitting (2).

- If **any damage** is found, take the vehicle to the dealer for service.
- If no damage is found, the special coverage condition is not present on the vehicle at this time.

# Product Safety Recall

## N202312100 Seat Belt Cable Separation – US Only



**Release Date:** November 2020

**Revision:** 01

**Revision Description:** This bulletin has been updated to include the customer letter. Please discard all previous copies of N202312100.

**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.

Vehicles involved in this recall were placed on stop delivery October 15, 2020. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

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.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Caprice PPV	2014	2016		
Chevrolet	SS				

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.

<b>Condition</b>	General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2014-2016 model year Chevrolet Caprice Police Pursuit Vehicles (PPVs) and Chevrolet SS vehicles that were subject to NHTSA Recall No. 16V518 and may not have received a complete repair under the recall. The flexible steel cable that connects the safety belt to the vehicle at the outside of the front driver seat can fatigue and separate over time if the driver’s movement into the seat repeatedly bends the steel seat belt cable down against the seat edge. The covering on the cable may show visible signs, including tears, holes, or wear marks. In a crash, a fatigued cable could break, reducing the effectiveness of the vehicle’s safety belts and increasing the risk of injury to the occupant. <b>As part of the remedy under NHTSA Recall No. 16V518 (bulletin 31340), dealers were instructed to install a new seat trim piece with a redesigned opening for improved cable routing. In some of the vehicles repaired under that recall, dealers did not replace the seat trim as specified.</b>
<b>Correction</b>	Dealers will inspect the vehicles to determine whether the new seat trim was installed and, if necessary, replace the trim. Dealers will also inspect and, if necessary, replace the pretensioner cable assembly.

### Parts

Quantity	Part Name	Part No.
1	Cover Asm-F/Seat Cushion Outer Finish	92507580
1	Cover Asm-F/Seat Cushion Outer Finish	92507359
1 (If Req’d)	Tensioner Kit-Driver Seat Belt	19353065

**IMPORTANT: Due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock. Parts should only be ordered when inspection determines that it is necessary to replace the parts.**

Note: Use the vehicle identification number (VIN) and the GM Electronic Parts Catalog (EPC) to determine which Driver Side Front Seat Cushion Outer Finish Cover to order.

**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
9104967	Install Driver Side Front Seat Cushion Outer Finish Cover ADD: Replace the Front Seat Belt Anchor Plate Tensioner (Includes Pyrotechnic Disposal)	0.3 0.5	ZFAT	N/A
9105335	Customer Reimbursement Approved - For USA dealers only	N/A	ZFAT	*

# Product Safety Recall

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9105336	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	**
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Note: To avoid having to “H” route the customer reimbursement transaction for approval, it must be submitted prior to the repair transaction.

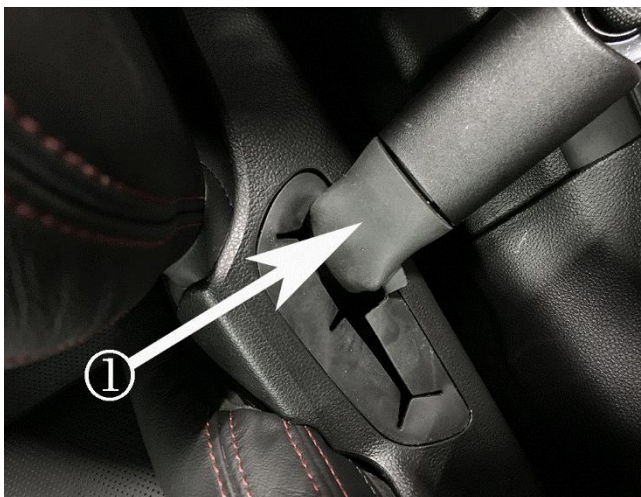
\* For USA: Submit the dollar amount reimbursed to the customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.

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

**IMPORTANT: Using IVH, verify that either the seat belt pretensioner service bracket has been installed or the pretensioner assembly replaced under Safety Recall #31340.**

### INSPECTION PROCEDURE

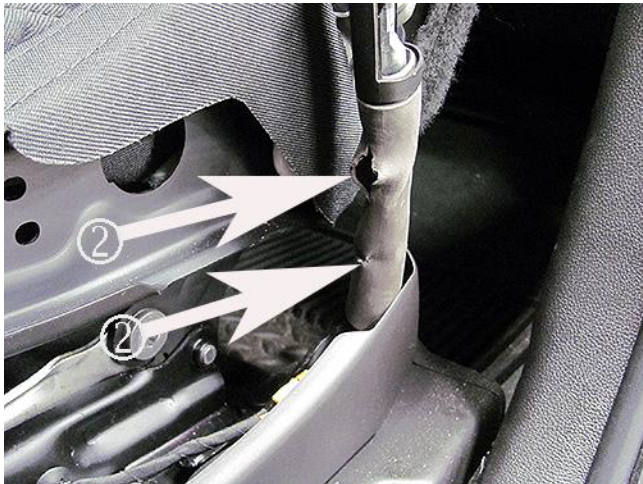
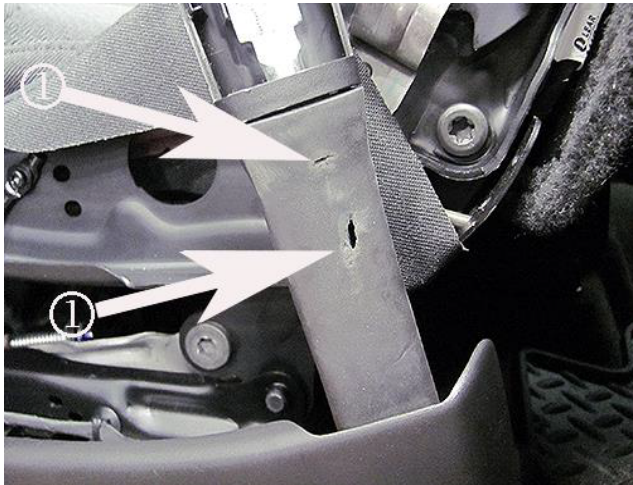
1. Using the seat adjustment switch, move the driver seat as far rearward and downward as possible. The front safety belt cable sleeve (hereinafter, “sleeve”) covers the flexible steel cable that connects the safety belt to the vehicle at the front outside seating position. The sleeve is covered by the seat trim and comes out of the slot on the side of the front seat.



2. Inspect the sleeve for any cuts or cracks. Bend the cable toward the inside and outside of the vehicle and inspect the area near arrows (1) above.

# Product Safety Recall

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This damage will be in the form of holes (1) or splitting (2).

- If **any damage** is found, replace the tensioner and revised seat trim listed above. Refer to *Front Seat Belt Anchor Plate Tensioner Replacement* in SI.
- If no damage is found, only install the revised seat cushion outer finish cover.

### SEAT CUSHION OUTER FINISH COVER INSTALLATION



# Product Safety Recall

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Transfer the power seat switch assembly from the existing seat cushion outer finish cover and install the revised seat cushion outer finish cover. Refer to *Front Seat Cushion Outer Finish Cover Replacement* in SI.

### Dealer Responsibility – For USA (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 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.

### Customer Notification

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

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### Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in the bulletin can be submitted at any time to the dealer. See General Motors Service Policies and Procedures Manual, Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

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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

November 2020

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 2014-2016 model year Chevrolet Caprice Police Pursuit Vehicles (PPVs) and Chevrolet SS vehicles that were subject to NHTSA Recall No. 16V518 and may not have received a complete repair under the recall. 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 N202312100.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

The flexible steel cable that connects the driver's seat belt to the vehicle at the outside of the front driver seat can fatigue and separate over time if the steel seat belt cable repeatedly bends down against the seat edge as the driver enters and exits the vehicle. The covering on the cable may show visible signs, including tears, holes, or wear marks. In a crash, a fatigued cable could break, and may not properly restrain the driver, increasing the risk of injury to the occupant.

GM initiated a prior safety recall related to this condition in October 2016 (NHTSA Recall No. 16V518). As part of the remedy, dealers were instructed to install a new seat trim piece with a redesigned opening for improved cable routing. The seat trim in your vehicle may not have been replaced as specified.

### What will we do?

Your GM dealer will inspect the vehicle to determine whether the new seat trim was installed and, if necessary, replace the trim. Dealers will also inspect and, if necessary, replace the pretensioner cable assembly. This service will be performed for you at no charge. 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 55 minutes.

### What should you do?

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

### Did you already pay for this repair?

Even though you may have previously had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have already paid for repairs for the recall condition, 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.

### 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
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

## Product Safety Recall

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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 20V638.

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

Maryann L. Combs  
Vice President  
Global Vehicle Safety

Enclosure  
GM Recall: N202312100