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Document Provided in Native Format

File Name: N19-226838 POPRPT 30AUG2019.XLSX

Document Provided in Native Format

File Name: N192268380 ROB SORT.XLSX

Special Coverage Adjustment

N192268380 Driver Seat Belt Anchor Pretensioner Cable



Release Date: August 2020

Revision: 00

Attention: 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	Camaro	2019	2020		

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.

Condition	On some 2019-2020 model year Chevrolet Camaro 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 driver'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.
Special Coverage Adjustment	<p>This special coverage covers the condition described above for a period of 10 years or 120,000 miles (193,000 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 August 18, 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 August 18, 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>
Correction	Dealers are to inspect the driver seat belt lap anchor pretensioner and replace if necessary. The repairs will be made at no charge to the customer.

Parts

Quantity	Part Name	Part No.
1	Tensioner Kit, D/Seat belt (retr si)(black)	19333450
1	Retainer, F/Seat adjr fin cvr – LH	84559455
1	Cover Kit, F/Seat & F/Seat bk*Black	84858288

Due to the small number of vehicles involved, less than .08% and due to limited initial parts availability, dealers are encouraged not to order program parts for use as shelf stock. **Parts should only be ordered when inspection determines that it is necessary.**

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.**

Special Coverage Adjustment

N192268380 Driver Seat Belt Anchor Pretensioner Cable



Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9900664	Diagnostic Time Only – No Repair Required	0.2	ZREG	N/A
9900665	Replace Driver Seat Belt Tensioner Kit and Seat Cushion Outer Finish Cover (Includes Inspection and Pyrotechnic Device Disposal)	0.6	ZREG	N/A
9900746	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZREG	*
9900747	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.

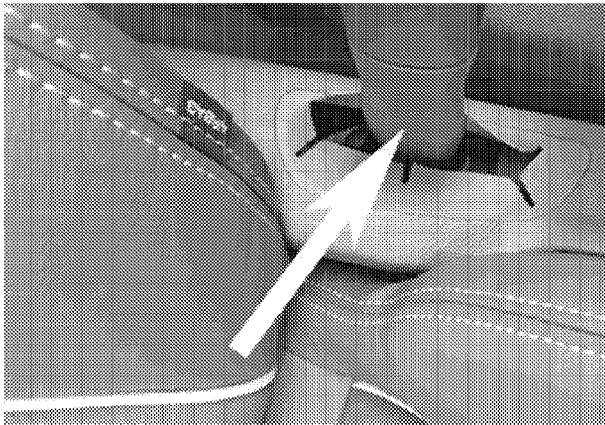
For Export: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement.

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

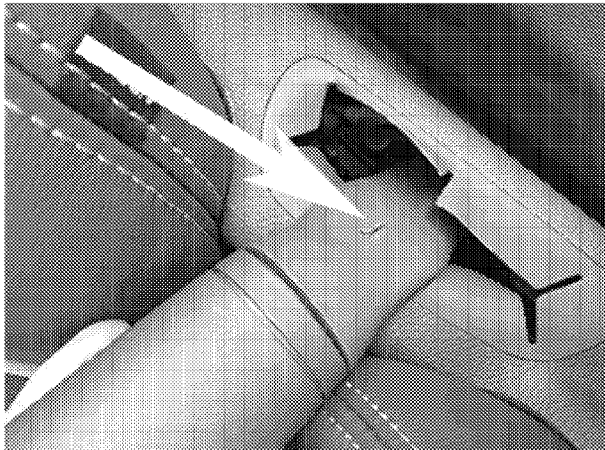
Service Procedure

Use the following steps to inspect the driver seat belt pretensioner cable cover for damage. If the cable cover displays damage, it will be necessary to replace the affected front seat belt pretensioner kit and seat cushion finish cover.

1. Move the driver seat to the full forward and full down position.
2. Inspect the seat belt pretensioner 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.



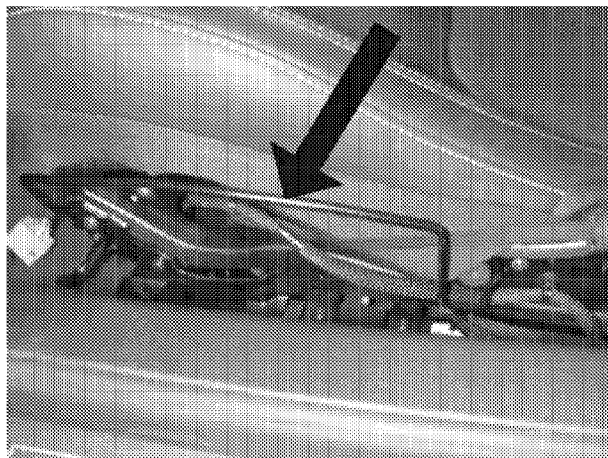
Special Coverage Adjustment

N192268380 Driver Seat Belt Anchor Pretensioner Cable

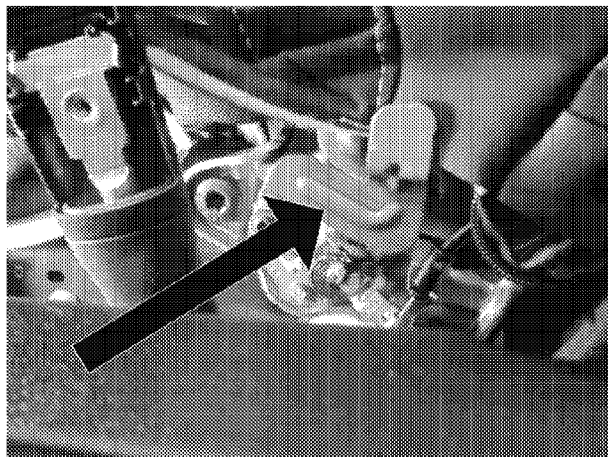


4. Flex the seat belt to the inboard side and look on outboard side of driver seat seatbelt anchor cover for damage.
 - If any damage is found, replace the driver side front seat belt anchor plate pretensioner and the front seat cushion outer finish cover, refer to step #5.
 - If no damage is found, no further action is required. Inform the customer that the special coverage condition is not present on their vehicle at this time and to keep monitoring as described in the customer letter.

NOTE: When replacing the front seat cushion outer finish cover, it is also necessary to replace the metal cover retainer and pivot bolt mounted bracket.



Revised Cover Retainer



Revised Pivot Bolt Bracket

5. Replace the driver side front seat belt anchor plate pretensioner and the front seat cushion outer finish cover. Refer to *Front Seat Adjuster Finish Cover Replacement* and *Front Seat Belt Anchor Plate Tensioner Replacement* in SI.

Courtesy Transportation – For USA & Canada

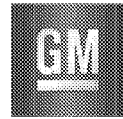
Courtesy transportation is available for Customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Sections 1.4 and 6.1.10, for courtesy transportation program details.

Customer Notification

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

Special Coverage Adjustment

N192268380 Driver Seat Belt Anchor Pretensioner Cable



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 September 30, 2021. See General Motors Service Policies and Procedures Manual, Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

Special Coverage Adjustment

N192268380 Driver Seat Belt Anchor Pretensioner Cable



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**

Special Coverage Adjustment

N192268380 Driver Seat Belt Anchor Pretensioner Cable



September 2020

This notice applies to your vehicle, VIN: _____

Dear General Motors Customer:

As the owner of a 2019-2020 model year Chevrolet Camaro, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2019-2020 model year Chevrolet Camaro 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.

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 2019-2020 model year Chevrolet Camaro within 10 years of the date your vehicle was originally placed in service or 120,000 miles (193,000 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 General Motors 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 dealer 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 September 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.**

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
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

Special Coverage Adjustment
N192268380 Driver Seat Belt Anchor Pretensioner Cable



Enclosures
N192268380

Special Coverage Adjustment

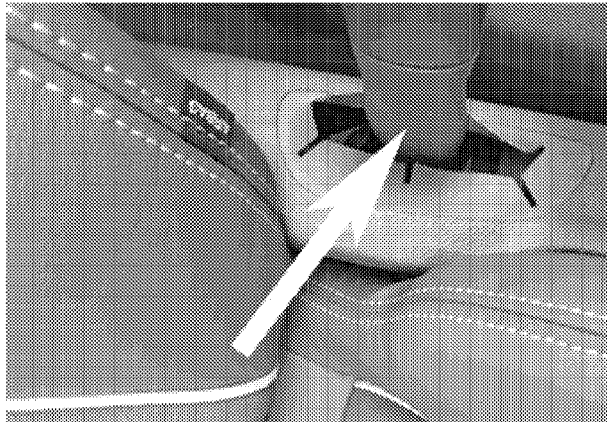
N192268380 Driver Seat Belt Anchor Pretensioner Cable



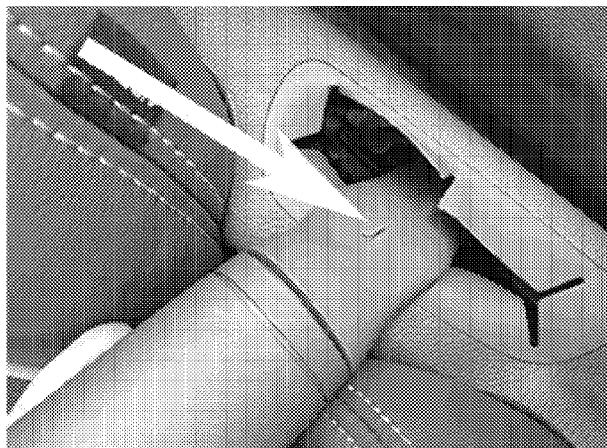
Customer Inspection Procedure

Use the following steps to inspect the driver seat belt pretensioner cable cover for damage. If the cable cover displays damage, it will be necessary to take the car to your dealer for repairs.

1. Move the driver seat to the full forward and full down position.
2. Inspect the seat belt pretensioner 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.



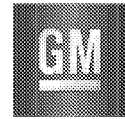
3. Flex the seat belt in an outboard direction and look on inboard side of driver seat seatbelt anchor cover for damage.



4. Flex the seat belt to the inboard side and look on outboard side of driver seat seatbelt anchor cover for damage.
 - If any damage is found, it will be necessary to take the car to your dealer for repairs.
 - If no damage is found, monitor the condition at regular 7,500 mile (12,000 km) intervals as described in the owner manual.

Special Coverage Adjustment

N192268380 Driver Seat Belt Anchor Pretensioner Cable



Release Date: August 2020

Revision: 00

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

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Warranty Information

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9900746	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZREG	*
9900747	Customer Reimbursement Denied – For USA dealers only	N/A	ZREG	**

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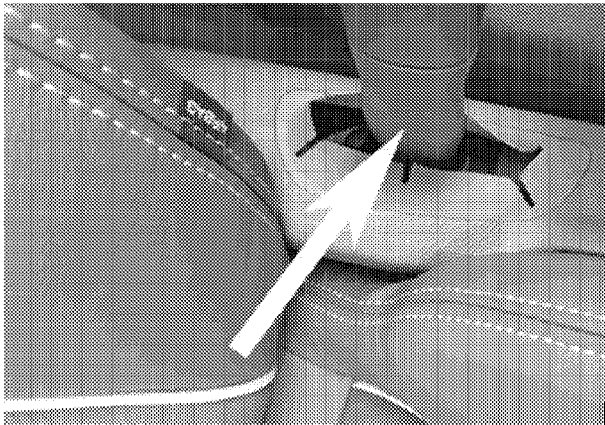
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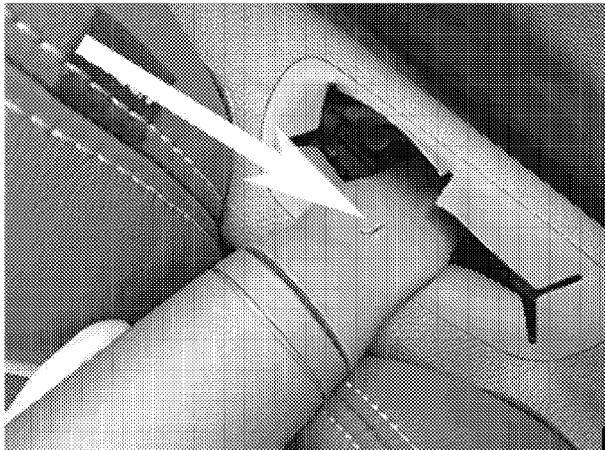
Service Procedure

Use the following steps to inspect the driver seat belt pretensioner cable cover for damage. If the cable cover displays damage, it will be necessary to replace the affected front seat belt pretensioner kit and seat cushion finish cover.

1. Move the driver seat to the full forward and full down position.
2. Inspect the seat belt pretensioner 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.



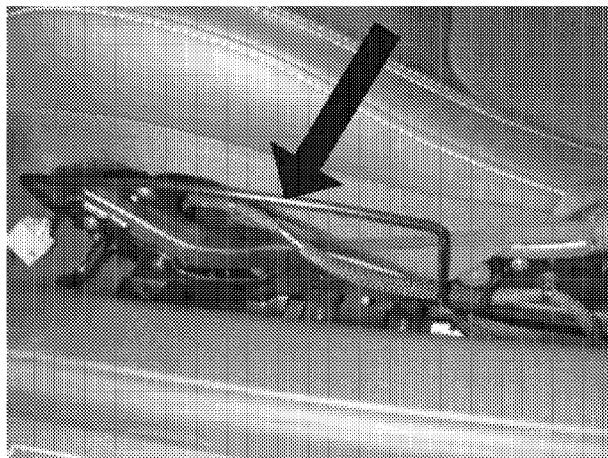
Special Coverage Adjustment

N192268380 Driver Seat Belt Anchor Pretensioner Cable

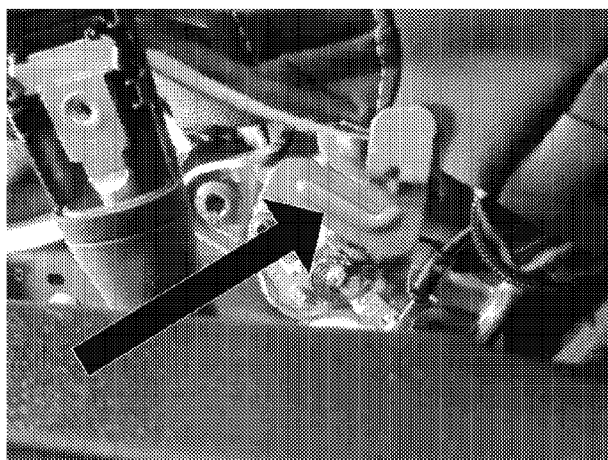


4. Flex the seat belt to the inboard side and look on outboard side of driver seat seatbelt anchor cover for damage.
 - If any damage is found, replace the driver side front seat belt anchor plate pretensioner and the front seat cushion outer finish cover, refer to step #5.
 - If no damage is found, no further action is required. Inform the customer that the special coverage condition is not present on their vehicle at this time and to keep monitoring as described in the customer letter.

NOTE: When replacing the front seat cushion outer finish cover, it is also necessary to replace the metal cover retainer and pivot bolt mounted bracket.



Revised Cover Retainer



Revised Pivot Bolt Bracket

5. Replace the driver side front seat belt anchor plate pretensioner and the front seat cushion outer finish cover. Refer to *Front Seat Adjuster Finish Cover Replacement* and *Front Seat Belt Anchor Plate Tensioner Replacement* in SI.

Courtesy Transportation – For USA & Canada

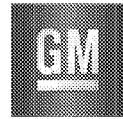
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Customer Notification

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

Special Coverage Adjustment

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Customer Reimbursement

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Special Coverage Adjustment

N192268380 Driver Seat Belt Anchor Pretensioner Cable



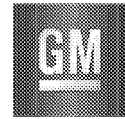
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**We Support
Voluntary Technician
Certification**

Special Coverage Adjustment

N192268380 Driver Seat Belt Anchor Pretensioner Cable



September 2020

This notice applies to your vehicle, VIN: _____

Dear General Motors Customer:

As the owner of a 2019-2020 model year Chevrolet Camaro, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2019-2020 model year Chevrolet Camaro 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.

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What We Have Done: General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2019-2020 model year Chevrolet Camaro within 10 years of the date your vehicle was originally placed in service or 120,000 miles (193,000 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.

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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

Special Coverage Adjustment
N192268380 Driver Seat Belt Anchor Pretensioner Cable



Enclosures
N192268380

Special Coverage Adjustment

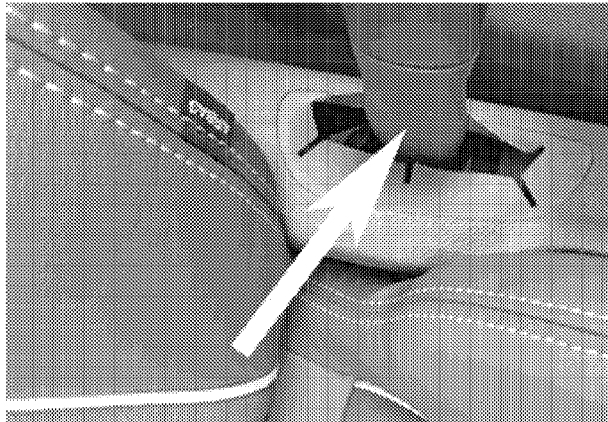
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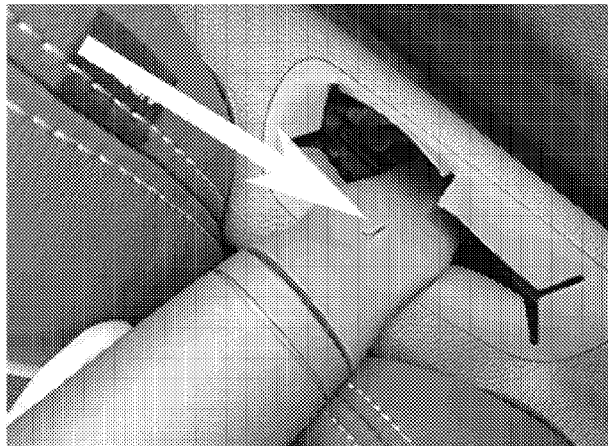
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 - If any damage is found, it will be necessary to take the car to your dealer for repairs.
 - If no damage is found, monitor the condition at regular 7,500 mile (12,000 km) intervals as described in the owner manual.

Document Provided in Native Format

File Name: [REDACTED] 2019-20 CAMARO 6-GLCS GART AA
WARRANTY.XLSX

Document Provided in Native Format

File Name: DETAIL [REDACTED] 2016-18 CAMARO 6-GLCS
07_23_2019.XLSX

Document Provided in Native Format

File Name: COPY OF N19-[REDACTED] 2016-2020 CAMERO SAT BELT
LAP ANCHOR FATIGUE (REF N220166) SFI POP RPT
18-SEPT-2020.XLSX

Document Provided in Native Format

File Name: N19 [REDACTED] 2016-2020 CAMERO BELT LAP ANCHOR
FATIGUE W BP (REF N220166) SFI POPRPT 21-JUL-2020.XLSX

Special Coverage Adjustment

N192268380 Driver Seat Belt Anchor Pretensioner Cable



Release Date: August 2020

Revision: 00

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

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		From	To		
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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.

Condition	On some 2019-2020 model year Chevrolet Camaro 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 driver'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.
Special Coverage Adjustment	<p>This special coverage covers the condition described above for a period of 10 years or 120,000 miles (193,000 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 August 18, 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 August 18, 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>
Correction	Dealers are to inspect the driver seat belt lap anchor pretensioner and replace if necessary. The repairs will be made at no charge to the customer.

Parts

Quantity	Part Name	Part No.
1	Tensioner Kit, D/Seat belt (retr si)(black)	19333450
1	Retainer, F/Seat adjr fin cvr – LH	84559455
1	Cover Kit, F/Seat & F/Seat bk*Black	84858288

Due to the small number of vehicles involved, less than .08% and due to limited initial parts availability, dealers are encouraged not to order program parts for use as shelf stock. **Parts should only be ordered when inspection determines that it is necessary.**

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.**

Special Coverage Adjustment

N192268380 Driver Seat Belt Anchor Pretensioner Cable



Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9900664	Diagnostic Time Only – No Repair Required	0.2	ZREG	N/A
9900665	Replace Driver Seat Belt Tensioner Kit and Seat Cushion Outer Finish Cover (Includes Inspection and Pyrotechnic Devise Disposal)	0.6	ZREG	N/A
9900746	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZREG	*
9900747	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 seat belt pretensioner cable cover for damage. If the cable cover displays damage, it will be necessary to replace the affected front seat belt pretensioner kit and seat cushion finish cover.

1. Move the driver seat to the full forward and full down position.
2. Inspect the seat belt pretensioner 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.



4. Flex the seat belt to the inboard side and look on outboard side of driver seat seatbelt anchor cover for damage.

Special Coverage Adjustment

N192268380 Driver Seat Belt Anchor Pretensioner Cable

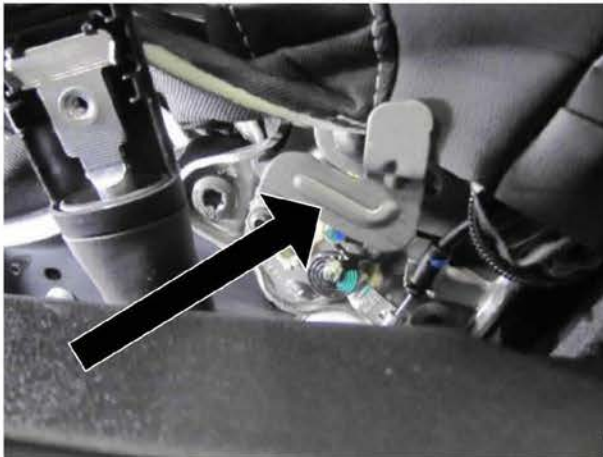


- If any damage is found, replace the driver side front seat belt anchor plate pretensioner and the front seat cushion outer finish cover, refer to step #5.
- If no damage is found, no further action is required. Inform the customer that the special coverage condition is not present on their vehicle at this time and to keep monitoring as described in the customer letter.

NOTE: When replacing the front seat cushion outer finish cover, it is also necessary to replace the metal cover retainer and pivot bolt mounted bracket.



Revised Cover Retainer



Revised Pivot Bolt Bracket

5. Replace the driver side front seat belt anchor plate pretensioner and the front seat cushion outer finish cover. Refer to *Front Seat Adjuster Finish Cover Replacement* and *Front Seat Belt Anchor Plate Tensioner 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, Sections 1.4 and 6.1.10, 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).

Special Coverage Adjustment

N192268380 Driver Seat Belt Anchor Pretensioner Cable



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 September 30, 2021. See General Motors Service Policies and Procedures Manual, 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**

Special Coverage Adjustment

N192268380 Driver Seat Belt Anchor Pretensioner Cable



September 2020

This notice applies to your vehicle, VIN: _____

Dear General Motors Customer:

As the owner of a 2019-2020 model year Chevrolet Camaro, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2019-2020 model year Chevrolet Camaro 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.

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 2019-2020 model year Chevrolet Camaro within 10 years of the date your vehicle was originally placed in service or 120,000 miles (193,000 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 General Motors 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 dealer 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 September 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.**

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
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

Special Coverage Adjustment
N192268380 Driver Seat Belt Anchor Pretensioner Cable



Enclosures
N192268380

Special Coverage Adjustment

N192268380 Driver Seat Belt Anchor Pretensioner Cable



Customer Inspection Procedure

Use the following steps to inspect the driver seat belt pretensioner cable cover for damage. If the cable cover displays damage, it will be necessary to take the car to your dealer for repairs.

1. Move the driver seat to the full forward and full down position.
2. Inspect the seat belt pretensioner 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.



4. Flex the seat belt to the inboard side and look on outboard side of driver seat seatbelt anchor cover for damage.
 - If any damage is found, it will be necessary to take the car to your dealer for repairs.
 - If no damage is found, monitor the condition at regular 7,500 mile (12,000 km) intervals as described in the owner manual.

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5481
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 18, 2020

Subject: N192268380 - Special Coverage
Driver Seat Belt Anchor Pretensioner Cable

Models: 2019-2020 Chevrolet Camaro

To: All General Motors Dealers

General Motors is releasing Special Coverage N192268380 today. The total number of U.S. vehicles involved is approximately 50,272. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on September 8, 2020.

Global Warranty Management (GWM)

The Applicable Warranties section on the Investigate Vehicle History (IVH) screen will be updated August 19, 2020. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS

Special Coverage Adjustment

N192268380 Driver Seat Belt Anchor Pretensioner Cable



Release Date: August 2020

Revision: 00

Attention: 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	Camaro	2019	2020		

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.

Condition	On some 2019-2020 model year Chevrolet Camaro 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 driver'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.
Special Coverage Adjustment	<p>This special coverage covers the condition described above for a period of 10 years or 120,000 miles (193,000 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 August 18, 2020, are covered by this special coverage and must be submitted using the labour operation codes provided with this bulletin. Claims with repair orders prior to August 18, 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>
Correction	Dealers are to inspect the driver seat belt lap anchor pretensioner and replace if necessary. The repairs will be made at no charge to the customer.

Parts

Quantity	Part Name	Part No.
1	Tensioner Kit, D/Seat belt (retr si)(black)	19333450
1	Retainer, F/Seat adjr fin cvr – LH	84559455
1	Cover Kit, F/Seat & F/Seat bk*Black	84858288

Due to the small number of vehicles involved, less than .08% and due to limited initial parts availability, dealers are encouraged not to order program parts for use as shelf stock. **Parts should only be ordered when inspection determines that it is necessary.**

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.**

Special Coverage Adjustment

N192268380 Driver Seat Belt Anchor Pretensioner Cable



Warranty Information

Labour Operation	Description	Labour Time	Trans. Type	Net Item
9900664	Diagnostic Time Only – No Repair Required	0.2	ZREG	N/A
9900665	Replace Driver Seat Belt Tensioner Kit and Seat Cushion Outer Finish Cover (Includes Inspection and Pyrotechnic Devise Disposal)	0.6	ZREG	N/A
9900746	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZREG	*
9900747	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 seat belt pretensioner cable cover for damage. If the cable cover displays damage, it will be necessary to replace the affected front seat belt pretensioner kit and seat cushion finish cover.

1. Move the driver seat to the full forward and full down position.
2. Inspect the seat belt pretensioner 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.



4. Flex the seat belt to the inboard side and look on outboard side of driver seat seatbelt anchor cover for damage.

Special Coverage Adjustment

N192268380 Driver Seat Belt Anchor Pretensioner Cable

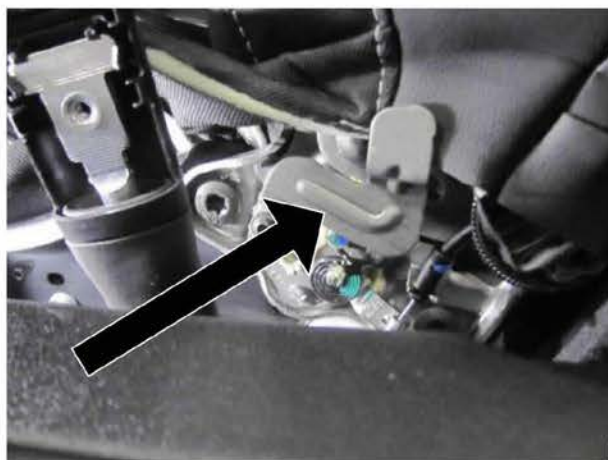


- If any damage is found, replace the driver side front seat belt anchor plate pretensioner and the front seat cushion outer finish cover, refer to step #5.
- If no damage is found, no further action is required. Inform the customer that the special coverage condition is not present on their vehicle at this time and to keep monitoring as described in the customer letter.

NOTE: When replacing the front seat cushion outer finish cover, it is also necessary to replace the metal cover retainer and pivot bolt mounted bracket.



Revised Cover Retainer



Revised Pivot Bolt Bracket

5. Replace the driver side front seat belt anchor plate pretensioner and the front seat cushion outer finish cover. Refer to *Front Seat Adjuster Finish Cover Replacement* and *Front Seat Belt Anchor Plate Tensioner 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, Sections 1.4 and 6.1.10, 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).

Special Coverage Adjustment

N192268380 Driver Seat Belt Anchor Pretensioner Cable



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 September 30, 2021. See General Motors Service Policies and Procedures Manual, 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.



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Special Coverage Adjustment

N192268380 Driver Seat Belt Anchor Pretensioner Cable



Customer Inspection Procedure

Use the following steps to inspect the driver seat belt pretensioner cable cover for damage. If the cable cover displays damage, it will be necessary to take the car to your dealer for repairs.

1. Move the driver seat to the full forward and full down position.
2. Inspect the seat belt pretensioner 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.



4. Flex the seat belt to the inboard side and look on outboard side of driver seat seatbelt anchor cover for damage.
 - If any damage is found, it will be necessary to take the car to your dealer for repairs.
 - If no damage is found, monitor the condition at regular 7,500 mile (12,000 km) intervals as described in the owner manual.

Document Provided in Native Format

File Name: [REDACTED] 2017 SILVERADO-SIERRA GART VIN
LIST.XLSX

Document Provided in Native Format

File Name: [REDACTED] 2016 SILVERADO-SIERRA GART VIN
LIST.XLSX

Document Provided in Native Format

File Name: [REDACTED] 2015 SIERRA GART VIN LIST.XLSX

Document Provided in Native Format

File Name: [REDACTED] 2015 SILVERADO GART VIN LIST.XLSX

Document Provided in Native Format

File Name: [REDACTED] 2014 SIERRA-SILVERADO GART VIN
LIST.XLSX

Document Provided in Native Format

File Name: [REDACTED] 2016 SIERRA-SILVERADO 7-GLCS GART AA
WARRANTY.XLSX

Document Provided in Native Format

File Name: [REDACTED] 2015 SIERRA-SILVERADO 7-GLCS GART AA
WARRANTY.XLSX

Document Provided in Native Format

File Name: [REDACTED] 2014 SIERRA-SILVERADO 7-GLCS GART AA
WARRANTY.XLSX

Document Provided in Native Format

File Name: DETAIL [REDACTED] 2014-17 SIERRA-SILVERADO
7-GLCS 12_10_2019.XLSX

Special Coverage Adjustment

18128 Driver's Front Seat Belt Anchor Pretensioner



Reference Number: N172131700

Release Date: June 2018

Revision: 00

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado LD	2014	2015		
GMC	Sierra LD	2014	2015		

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.

Condition	In certain 2014-2015 model year Chevrolet Silverado LD and GMC Sierra LD 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.
Special Coverage Adjustment	<p>This special coverage covers the condition described above for a period of 10 years or 150,000 miles (240,000 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 25, 2018, 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 25, 2018, 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>
Correction	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

IMPORTANT: Through GM's 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.

Special Coverage Adjustment

18128 Driver's Front Seat Belt Anchor Pretensioner



Note: Due to flight restrictions for hazardous goods shipments, dealer orders may arrive via FedEx or with your normal PDC delivery. Therefore, dealers should order **as CSO only**. Please **do not place orders as SPAC**; it will delay shipment of the order and will not provide visibility. Please note, parts will not be shipped overnight. Plan accordingly for transit time to reach your facility.

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
9900529	Inspect Only – No Further Action Required	0.2	ZREG	N/A
9900530	Replace Front Seat Belt Anchor Plate Tensioner and Cushion Outer Finish Cover (Includes Inspection and Disposal of Pyrotechnic Device)	0.6	ZREG	N/A
9900531	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZREG	*
9900532	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.

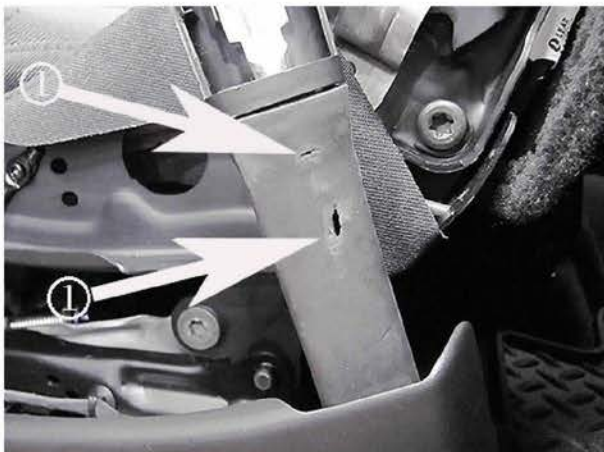
1. Move the driver seat to the full forward and full down position.



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

18128 Driver's Front Seat Belt Anchor Pretensioner



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

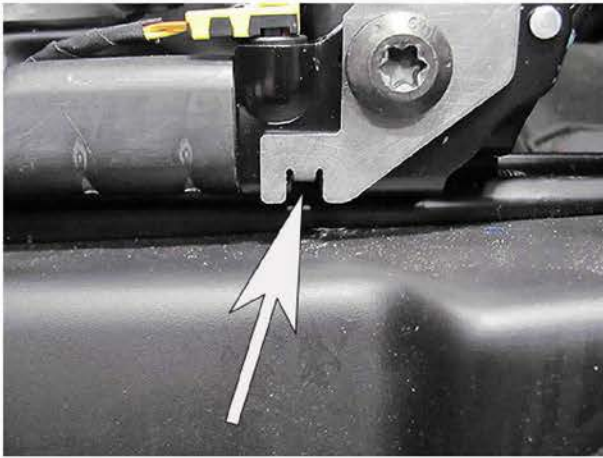
- If **any damage** is found, replace the driver side front seat belt anchor plate tensioner and the front seat cushion outer finish cover.
- If no damage is found, inform the customer that the special coverage condition is not present on their vehicle at this time.

Special Coverage Adjustment

18128 Driver's Front Seat Belt Anchor Pretensioner



Replacement Procedure



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, Sections 1.4 and 6.1.10, 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 July 31, 2019. 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.



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Special Coverage Adjustment

18128 Driver's Front Seat Belt Anchor Pretensioner



July 2018

This notice applies to your vehicle, VIN: _____

Dear General Motors Customer:

As the owner of a 2014-2015 model year Chevrolet Silverado LD or GMC Sierra LD, your satisfaction with our product is very important to us.

This letter is intended to make you aware that in certain 2014-2015 model year Chevrolet Silverado LD and GMC Sierra LD 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.

What We Have Done: General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2014-2015 model year Chevrolet Silverado LD or GMC Sierra LD within 10 years of the date your vehicle was originally placed in service or 150,000 miles (240,000 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 General Motors 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 dealer 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 July 31, 2019, 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)
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
Executive Director
North America Contact Center Operations

Enclosures
18128

Special Coverage Adjustment

18128 Driver's Front Seat Belt Anchor Pretensioner



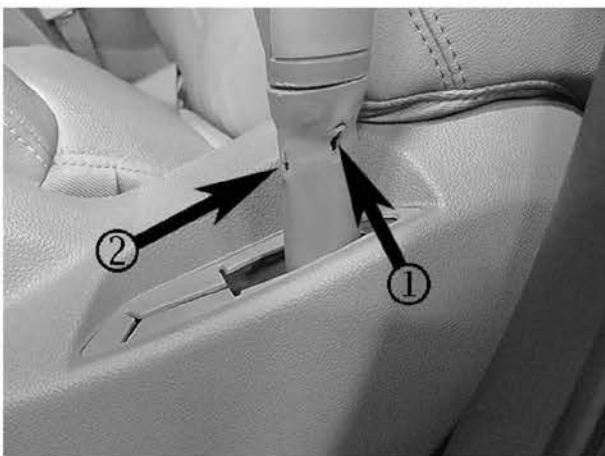
Customer Inspection Procedure

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.

Special Coverage Adjustment

18127 Driver's Front Seat Belt Anchor Pretensioner



Reference Number: N182153260

Release Date: June 2018

Revision: 00

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado	2015	2017		
GMC	Sierra	2015	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.

Condition	In certain 2015-2017 model year Chevrolet Silverado LD and GMC Sierra LD, and a limited number of 2016 model year Chevrolet Silverado HD and GMC Sierra HD 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.
Special Coverage Adjustment	<p>This special coverage covers the condition described above for a period of 10 years or 150,000 miles (240,000 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 25, 2018, 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 25, 2018, 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>
Correction	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

IMPORTANT: Through GM's 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.

Special Coverage Adjustment

18127 Driver's Front Seat Belt Anchor Pretensioner



Note: Due to flight restrictions for hazardous goods shipments, dealer orders may arrive via FedEx or with your normal PDC delivery. Therefore, dealers should order **as CSO only**. Please **do not place orders as SPAC**; it will delay shipment of the order and will not provide visibility. Please note, parts will not be shipped overnight. Plan accordingly for transit time to reach your facility.

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
9900525	Inspect Only – No Repair Required	0.2	ZREG	N/A
9900526	Replace Front Seat Belt Anchor Plate Tensioner and Cushion Outer Finish Cover (Includes Inspection and Disposal of Pyrotechnic Device)	0.6	ZREG	N/A
9900527	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZREG	*
9900528	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

18127 Driver's Front Seat Belt Anchor Pretensioner



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

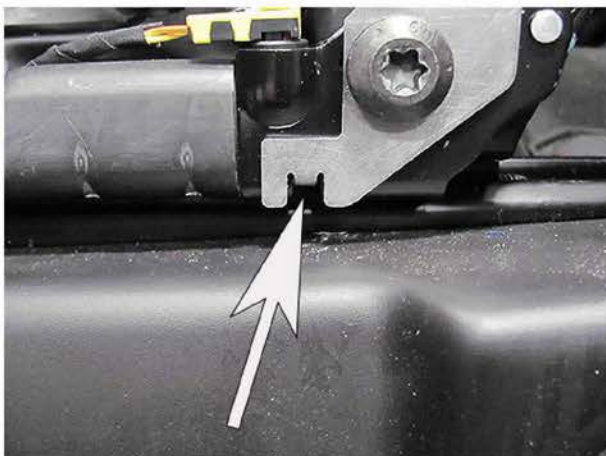
- If **any damage** is found, replace the driver side front seat belt anchor plate tensioner and the front seat cushion outer finish cover.
- If no damage is found, inform the customer that the special coverage condition is not present on their vehicle at this time.

Special Coverage Adjustment

18127 Driver's Front Seat Belt Anchor Pretensioner



Replacement Procedure



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, Sections 1.4 and 6.1.10, 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 July 31, 2019. 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**

Special Coverage Adjustment

18127 Driver's Front Seat Belt Anchor Pretensioner



July 2018

This notice applies to your vehicle, VIN: _____

Dear General Motors Customer:

As the owner of a 2015-2017 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 2015-2017 model year Chevrolet Silverado LD and GMC Sierra LD, and a limited number of 2016 model year Chevrolet Silverado HD and GMC Sierra HD 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.

What We Have Done: General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2015-2017 model year Chevrolet Silverado LD or GMC Sierra LD, or 2016 model year Chevrolet Silverado HD or GMC Sierra HD within 10 years of the date your vehicle was originally placed in service or 150,000 miles (240,000 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 General Motors 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 dealer 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 July 31, 2019, 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)
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
Executive Director
North America Contact Center Operations

Enclosures
18127

Special Coverage Adjustment

18127 Driver's Front Seat Belt Anchor Pretensioner



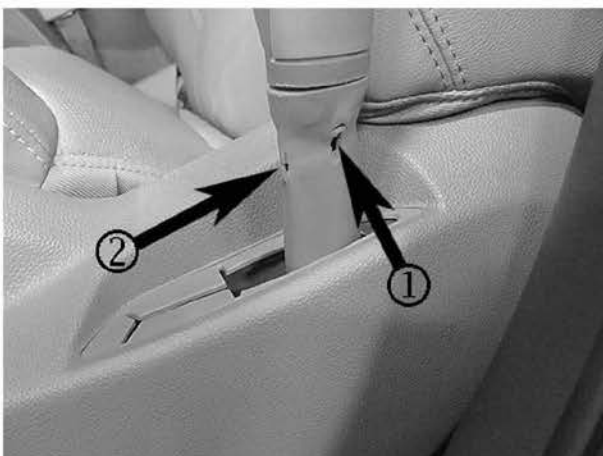
Customer Inspection Procedure

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.

Document Provided in Native Format







File Name: [REDACTED]_GART_18156_15822_3LC_1_30_2020.XLSX


Detroit, MI



Vehicle History Report™

US \$39.99






<p>2014 CHEVROLET SILVERADO C1500</p> <p>VIN: 1GCNCPEH8EZ [REDACTED] PICKUP 4.3L V6 F DOHC 24V GASOLINE REAR WHEEL DRIVE</p> <p>This CARFAX Report Provided by: ESIS GM</p>		No accidents reported to CARFAX
		No damage reported to CARFAX
		CARFAX 1-Owner vehicle
		At least 1 open recall
		28 Service history records
		76,340 Last reported odometer reading



This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 4/20/20 at 8:19:32 AM (CDT). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

 <h3 style="margin: 0;">Ownership History</h3> <p style="font-size: small; color: gray;">The number of owners is estimated</p>	 Owner 1
Year purchased	2013
Type of owner	Corporate
Estimated length of ownership	6 yrs. 5 mo.
Owned in the following states/provinces	Arkansas
Estimated miles driven per year	12,912/yr
Last reported odometer reading	76,340



 <h3 style="margin: 0;">Title History</h3> <p style="font-size: small; color: gray;">CARFAX guarantees the information in this section</p>	 Owner 1
Salvage Junk Rebuilt Fire Flood Hail Lemon	 Guaranteed No Problem
Not Actual Mileage Exceeds Mechanical Limits	 Guaranteed No Problem
 <p>GUARANTEED - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back. Register View Terms View Certificate</p>	

 <h3 style="margin: 0;">Additional History</h3> <p style="font-size: small; color: gray;">Not all accidents / issues are reported to CARFAX</p>	 Owner 1
Total Loss No total loss reported to CARFAX.	 No Issues Reported
	 No Issues Reported

Structural Damage No structural damage reported to CARFAX.	NO ISSUES REPORTED
Airbag Deployment No airbag deployment reported to CARFAX.	No Issues Reported
Odometer Check No indication of an odometer rollback.	No Issues Indicated
Accident / Damage No accidents or damage reported to CARFAX.	No Issues Reported
Manufacturer Recall At least 1 manufacturer recall requires service. Check for open recalls or schedule dealer service on GM vehicles at recalls.gm.com .	Recall Reported
Basic Warranty <u>Original warranty</u> estimated to have expired.	Warranty Expired

CARFAX Detailed History

Owner 1

Purchased: 2013




















Low mileage! This owner drove less than the industry average of 15,000 miles per year.

Corporate Vehicle
12,912 mi/yr

Date	Mileage	Source	Comments
09/20/2013	10	Baltz Chevrolet Pocahontas, AR 870-892-5247 baltzchevrolet.com ★ 4.4 / 5.0 15 Verified Reviews * 20 Customer Favorites	Vehicle offered for sale
09/26/2013		Baltz Chevrolet Pocahontas, AR 870-892-5247 baltzchevrolet.com ★ 4.4 / 5.0 15 Verified Reviews * 20 Customer Favorites	Vehicle serviced - Pre-delivery inspection completed
10/21/2013	150	Orr Chevrolet Buick GMC Cadillac Searcy, AR 501-268-2423 orrgmsuperstore.com/ ★ 4.3 / 5.0 19 Verified Reviews * 78 Customer Favorites	Vehicle sold
10/21/2013		Arkansas Motor Vehicle Dept.	Vehicle purchase reported - Titled or registered as corporate vehicle
12/13/2013		Arkansas Motor Vehicle Dept. Searcy, AR Title [REDACTED]	Title issued or updated - First owner reported
03/18/2014	6,084	Orr Chevrolet Buick GMC Cadillac Searcy, AR 501-268-2423 orrgmsuperstore.com/ ★ 4.3 / 5.0 19 Verified Reviews * 78 Customer Favorites	Vehicle serviced - Fluids checked - Oil and lter changed - Tires rotated - Engine electrical system checked
06/10/2014	11,352	Orr Chevrolet Buick GMC Cadillac Searcy, AR	Vehicle serviced - Radio/sound system checked

		501-268-2423 orrgmsuperstore.com/ ★ 4.3 / 5.0 19 Verified Reviews	- Transmission checked
		* 78 Customer Favorites	
06/20/2014	12,291	Orr Chevrolet Buick GMC Cadillac Searcy, AR 501-268-2423 orrgmsuperstore.com/ ★ 4.3 / 5.0 19 Verified Reviews	Vehicle serviced - Fluids checked - Oil and lter changed
		* 78 Customer Favorites	
10/01/2014	16,467	Orr Chevrolet Buick GMC Cadillac Searcy, AR 501-268-2423 orrgmsuperstore.com/ ★ 4.3 / 5.0 19 Verified Reviews	Vehicle serviced
		* 78 Customer Favorites	
10/30/2014	17,852	Orr Chevrolet Buick GMC Cadillac Searcy, AR 501-268-2423 orrgmsuperstore.com/ ★ 4.3 / 5.0 19 Verified Reviews	Vehicle serviced - Fluids checked - Oil and lter changed - Tires rotated
		* 78 Customer Favorites	
07/02/2015	28,610	Orr Chevrolet Buick GMC Cadillac Searcy, AR 501-268-2423 orrgmsuperstore.com/ ★ 4.3 / 5.0 19 Verified Reviews	Vehicle serviced - Fluids checked - Oil and lter changed - Tires rotated
		* 78 Customer Favorites	
08/21/2015	31,287	Orr Chevrolet Buick GMC Cadillac Searcy, AR 501-268-2423 orrgmsuperstore.com/ ★ 4.3 / 5.0 19 Verified Reviews	Vehicle serviced - Interior trim repaired
		* 78 Customer Favorites	
09/28/2015	32,421	Orr Chevrolet Buick GMC Cadillac Searcy, AR 501-268-2423 orrgmsuperstore.com/ ★ 4.3 / 5.0 19 Verified Reviews	Vehicle serviced - Engine oil/uid leak check ed
		* 78 Customer Favorites	
11/17/2015	34,067	Orr Chevrolet Buick GMC Cadillac Searcy, AR 501-268-2423 orrgmsuperstore.com/ ★ 4.3 / 5.0 19 Verified Reviews	Vehicle serviced - Tires rotated - Fluids checked - Oil and lter changed
		* 78 Customer Favorites	
01/13/2016	35,816	Plaza Tire Service Searcy, AR 501-279-2717 plazatireservice.com ★ 4.6 / 5.0 15 Verified Reviews	Vehicle serviced - Front brake pads replaced - Brakes checked
		* 54 Customer Favorites	
04/19/2016	38,847	Orr Chevrolet Buick GMC Cadillac Searcy, AR 501-268-2423 orrgmsuperstore.com/	Vehicle serviced - A/C and heating system checked

		<p>★ 4.3 / 5.0 19 Verified Reviews </p> <p>* 78 Customer Favorites</p>	
04/21/2016	38,913	<p>East Park Autoplex Searcy, AR 501-368-0940 eastparkautoplex.com</p> <p>★ 4.7 / 5.0 18 Verified Reviews </p> <p>* 2 Customer Favorites</p>	<p> Vehicle serviced</p> <ul style="list-style-type: none"> - Oil and lter changed - A/C system checked - A/C and heating system checked
08/01/2016	42,087	<p>Plaza Tire Service Searcy, AR 501-279-2717 plazatireservice.com</p> <p>★ 4.6 / 5.0 15 Verified Reviews </p> <p>* 54 Customer Favorites</p>	<p> Vehicle serviced</p> <ul style="list-style-type: none"> - Tire repaired - One tire mounted - Tire condition and pressure checked
08/02/2016	42,098	<p>East Park Autoplex Searcy, AR 501-368-0940 eastparkautoplex.com</p> <p>★ 4.7 / 5.0 18 Verified Reviews </p> <p>* 2 Customer Favorites</p>	<p> Vehicle serviced</p> <ul style="list-style-type: none"> - A/C system checked
09/23/2016		<p>Orr Chevrolet Buick GMC Cadillac Searcy, AR 501-268-2423 orrgmsuperstore.com/</p> <p>★ 4.3 / 5.0 19 Verified Reviews </p> <p>* 78 Customer Favorites</p>	<p> Vehicle serviced</p> <ul style="list-style-type: none"> - A/C and heating system checked
11/07/2016	45,258	<p>Orr Chevrolet Buick GMC Cadillac Searcy, AR 501-268-2423 orrgmsuperstore.com/</p> <p>★ 4.3 / 5.0 19 Verified Reviews </p> <p>* 78 Customer Favorites</p>	<p> Vehicle serviced</p> <ul style="list-style-type: none"> - Maintenance inspection completed - Oil and lter changed - Fluids checked - Tire condition and pressure checked - Body electrical system checked
12/07/2016	46,312	<p>Orr Chevrolet Buick GMC Cadillac Searcy, AR 501-268-2423 orrgmsuperstore.com/</p> <p>★ 4.3 / 5.0 19 Verified Reviews </p> <p>* 78 Customer Favorites</p>	<p> Vehicle serviced</p> <ul style="list-style-type: none"> - Seatbelts checked
05/09/2017	51,419	<p>East Park Service Center Searcy, AR 501-278-4455 eastparkservice.com/</p> <p>★ 5.0 / 5.0 20 Verified Reviews </p> <p>* 21 Customer Favorites</p>	<p> Vehicle serviced</p> <ul style="list-style-type: none"> - Oil and lter changed
05/11/2017		<p>East Park Autoplex Searcy, AR 501-368-0940 eastparkautoplex.com</p> <p>★ 4.7 / 5.0 18 Verified Reviews </p> <p>* 2 Customer Favorites</p>	<p> Vehicle serviced</p> <ul style="list-style-type: none"> - Oil and lter changed
06/29/2017		General Motors	<p>Manufacturer Safety recall issued</p> <ul style="list-style-type: none"> - NHTSA# 17V414 - Recall #N172085440 - LOSS OF STEERING ASSIST - Status: Remedy Available

Locate an authorized General Motors dealer to obtain more information about this recall.

- [Learn more about this recall](#)

Description: General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2014 model year Chevrolet Silverado LD and GMC Sierra LD vehicles. These vehicles may experience a temporary loss of electric power steering (EPS) assist followed by a sudden return of EPS assist, particularly during low-speed turning maneuvers. The loss and sudden return of EPS assist typically happens within a 1 second period and is caused by an electrical/software issue. If EPS assist is lost and suddenly returned, the driver could lose temporary control of the steering wheel, increasing the risk of a crash.


If EPS assist is lost and suddenly returned, the driver could lose temporary control of the steering wheel, increasing the risk of a crash.

Remedy: Dealers will perform a reflash of the EPS module software.

11/01/2017	57,218	East Park Autoplex Searcy, AR 501-368-0940 eastparkautoplex.com ★ 4.7 / 5.0 18 Verified Reviews * 2 Customer Favorites	Vehicle serviced - Oil and filter changed
12/06/2017	58,332	East Park Autoplex Searcy, AR 501-368-0940 eastparkautoplex.com ★ 4.7 / 5.0 18 Verified Reviews * 2 Customer Favorites	Vehicle serviced - Oil and filter changed
01/03/2018	59,132	East Park Autoplex Searcy, AR 501-368-0940 eastparkautoplex.com ★ 4.7 / 5.0 18 Verified Reviews * 2 Customer Favorites	Vehicle serviced
07/06/2018	64,724	Service Facility	Vehicle serviced - Tire repaired
10/12/2018		Orr Chevrolet Buick GMC Cadillac Searcy, AR 501-268-2423 orrgmsuperstore.com/ ★ 4.3 / 5.0 19 Verified Reviews * 78 Customer Favorites	Vehicle serviced - Seatbelts checked
02/06/2019	68,364	Plaza Tire Service Searcy, AR 501-279-2717 plazatireservice.com ★ 4.6 / 5.0 15 Verified Reviews * 54 Customer Favorites	Vehicle serviced - Tires rotated - Oil and filter changed - Tire condition and pressure checked
09/06/2019		General Motors	Manufacturer Safety recall issued - Recall #N192268490 - INCREASED BRAKE PEDAL EFFORT - Status: Remedy Available Locate an authorized General Motors dealer to obtain more information about this recall. - Learn more about this recall

Description: General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2014-2018 model year Cadillac Escalade, Chevrolet Silverado, Chevrolet Suburban, Chevrolet Tahoe, GMC Sierra, and GMC Yukon vehicles. In some circumstances, these vehicle may have a condition in which the engine-mounted mechanical vacuum pump output may decrease over time, decreasing the amount of vacuum/power brake assist.

Remedy: Dealers will reprogram the electronic brake control module with a new calibration that will improve how the system utilizes the hydraulic brake boost assist function when vacuum assist is depleted.

09/18/2019	76,340	Service Facility	 Vehicle serviced - Tire repaired
10/29/2019		East Park Service Center Searcy, AR 501-278-4455 eastparkservice.com/  5.0 / 5.0 20 Verified Reviews  * 21 Customer Favorites	 Vehicle serviced - Oil and lter changed - Fluids checked - Tire condition and pressure checked

Have Questions? Consumers, please visit our Help Center at www.carfax.com. Dealers or Subscribers, please visit our Help Center at www.carfaxonline.com.



Glossary

First Owner

When the first owner(s) obtains a title from a Department of Motor Vehicles as proof of ownership.

Manufacturer Recall

Automobile manufacturers issue recall notices to inform owners of car defects that have come to the manufacturer's attention. Recalls also suggest improvements that can be made to improve the safety of a particular vehicle. Most manufacturer recalls can be repaired at no cost to you.

Ownership History

CARFAX denotes an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1991 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.

Title Issued

A state issues a title to provide a vehicle owner with proof of ownership. Each title has a unique number. Each title or registration record on a CARFAX report does not necessarily indicate a change in ownership. In Canada, a registration and bill of sale are used as proof of ownership.

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 4/20/20 8:19:32 AM (CDT)



VEHICLE HIGHLIGHTS

2014 CHEVROLET SILVERADO C1500
 VIN: 1GCNCPEH8EZ [REDACTED]
 Body Style: PICKUP
 Engine Size: 4.3L V6 F DOHC 24V
 Drivetrain: REAR WHEEL DRIVE



Original Manufacturer's Warranty:
Basic Warranty Expired
 Please confirm remaining factory warranty and extended warranty options with your dealer!
 The original manufacturer's warranty includes:
36 months or 36,000 miles

Courtesy of
 ESIS GM
 300 Renaissance Ctr
 Detroit, MI 48243
 (586) 212-2141

Information excerpted from the CARFAX Vehicle History Report and/or Safety & Reliability Ratings; see full reports for additional information, glossary of terms, source attributions, disclaimers & limitations. Go to carfax.com for complete Buyback Guarantee terms and conditions.


OWNERSHIP HISTORY:

Number of Owners: 

Last owned in the following state/province:	Arkansas
Annual average mileage:	12,912 LOW MILEAGE*

*Below industry annual average of 15,000 miles

STATE DMV-REPORTED TITLE PROBLEMS:

None of these major title problems were reported by a state Department of Motor Vehicles: 

Salvage, Junk, Rebuilt, Fire, Flood, Hail, Lemon	Guaranteed No Problem
Not Actual Mileage, Exceeds Mechanical Limits	Guaranteed No Problem

ACCIDENTS AND OTHER ISSUES:

No issues reported to CARFAX on the following:

Total Loss	<input checked="" type="checkbox"/> No Issues Reported
Structural Damage	<input checked="" type="checkbox"/> No Issues Reported
Airbag Deployment	<input checked="" type="checkbox"/> No Issues Reported
Odometer Rollback	<input checked="" type="checkbox"/> No Issues Reported
Other Accidents / Damage	<input checked="" type="checkbox"/> No Issues Reported

**Ask your dealer
 for the full CARFAX®
 Vehicle History Report™**

SHOW ME THE CARFAX

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 4/20/20 8:19:32 AM (CDT)

CARFAX[®] Warranty Check[™]

CARFAX has estimated the remaining original manufacturer warranty coverage based on information reported to us on this 2014 CHEVROLET SILVERADO C1500 (1GCNCPEH8EZ[REDACTED]).

VIN: 1GCNCPEH8EZ[REDACTED]
Estimated start date of warranty: 10/21/2013
Last CARFAX reading reported on 09/18/2019: 76,340 miles
Today's Date: April 20, 2020

Enter the current mileage and click 'Recalculate Warranty' to update the remaining warranty coverage.

Enter current mileage:

Type of Coverage:	Original Warranty:	Estimated Remaining Coverage:
Basic	36 months or 36,000 miles	Coverage expired
Drivetrain	60 months or 100,000 miles	Coverage expired
Emissions	96 months or 80,000 miles	19 months or 3,660 miles
Corrosion	72 months or 100,000 miles	Coverage expired
Transferable	No cost, unlimited owners covered	Same
Roadside Assistance	No data reported to CARFAX	
Safety belt & inatable r estraint	No data reported to CARFAX	
Specic Components	No data reported to CARFAX	
Notes:	Emissions: Applicable to light duty trucks equipped with light duty gasoline engine. Manufacturer covers emissions components under basic warranty. Emissions coverage may vary by state. Refer to owners manual for specic details. Transferable: No cost, unlimited owners covered. Specic Components: See notes below. Maintenance: Alignment and wheel balancing are considered maintenance after 7,500 miles. Diesel: Diesel engine coverage is 5/100,000, no deductible. 6.6L Duramax diesel engine has federal emission coverage for 5/50,000, no deductible. Notes: Includes surface corrosion, batteries, adjustments, alternate transportation, roadside assistance, tires prorated. Includes courtesy transportation, roadside assistance, transferable, no deductible.	

► CARFAX Warranty Check provides an **estimate** of this vehicle's remaining warranty coverage. It does not take into account some vehicle history events such as some title brands that may void the original manufacturer warranty or ownership transfers that may decrease warranty coverage. This warranty information is only valid for vehicles manufactured for the United States. Complete warranty coverage information is available for this vehicle at the CHEVROLET web site.



CARFAX BUYBACK GUARANTEE

Guarantee Coverage: 04/20/2020 - 04/20/2021	
CARFAX Vehicle Description: 2014 CHEVROLET SILVERADO C1500	
VIN: 1GCNCPEH8EZ	Body Style: PICKUP
Driveline: REAR WHEEL DRIVE	Engine: 4.3L V6 F DOHC 24V

CARFAX will buy this vehicle back if
 you find that any of these severe problems were reported by a
 Department of Motor Vehicles and were not included in this report.

<p>SEVERE DAMAGE Salvage/Junk Rebuilt/Reconstructed Dismantled Fire/Flood/Hail</p>	<p>ODOMETER PROBLEMS Exceeds Mechanical Limits Not Actual Mileage</p>	<p>LEMON HISTORY Manufacturer Buyback</p>

Terms and Conditions Apply
 View Terms and Conditions for CARFAX Buyback Guarantee coverage

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Document Provided in Native Format

File Name: N17 - [REDACTED] SPECIAL COVERAGE SFI VEHICLE
POPULATION 4-10-2018 GROUP2 FST.XLSX

Document Provided in Native Format

File Name: N - [REDACTED] 2014-15 REVISED POP OF 4-6-16
MINUS US STOCK 1084 (VEH POPULATION)_04-26-16.XLSX



Recall Bulletin

PRODUCT SAFETY RECALL

SUBJECT: Seatbelt Lap Anchor Tensioner Cable – Driver’s Side

MODELS: 2014-2015 Chevrolet Silverado 1500 Series
2014-2015 GMC Sierra 1500 Series

A final remedy is now available for new, unused, and unsold vehicles in dealer inventory with 50 miles (80 km) or more on the odometer and GM Certified used vehicles in dealer’s possession. Vehicles in used inventory and customer vehicles that were inspected, and if necessary, repaired under the interim inspection procedure will also require this additional repair as the final remedy. The part information, service procedure, and warranty transaction information sections have been revised. Additionally, a copy of the customer notification letter has been included. Please discard all copies of bulletin 15822A.

Vehicles involved in this recall were placed on stop delivery April 11, 2016. 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.

CONDITION

General Motors has decided that a defect which relates to motor vehicle safety exists in **certain** 2014-2015 model year Chevrolet Silverado 1500 Series and GMC Sierra 1500 Series vehicles. Some of these vehicles have a condition in which the flexible steel cable that connects the driver’s seat belt to the outboard side of the seat (the “tensioner cable”) can fatigue and separate over time as a result of occupant movement into the driver’s seat. In a crash, a fatigued tensioner cable could break, reducing the effectiveness of the vehicle’s seat belts increasing the risk of injury to the driver.

CORRECTION

Dealers are to enlarge the side shield opening, install a pusher bracket on the tensioner, and if necessary, replace the tensioner assembly.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be

provided to US and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained 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 is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

PART INFORMATION

Parts Pre-Ship Information – For USA and Canada

Note: An initial supply of the Bracket, Driver Seat Belt, Part Number 84160781 required to complete this recall will be pre-shipped to involved dealers of record. This pre-shipment is scheduled to take place the week of July 4, 2016 and concluded the week of July 11, 2016. Pre-shipped parts will be charged to dealer's open parts account. All orders placed prior to the pre-ship will be cancelled.

Tensioner Kits failure rate is only 2%. Limited stock available, dealers are encouraged not to order recall parts for use as shelf stock.

Lumbar Lever is for manual RPO only and estimated 7% of VINS impacted. Please check RPO before ordering, limited stock available on parts. Dealers are encouraged not to order recall parts for use as shelf stock.

Additional parts, if required, are to be obtained from GMCC&A, when ordering opens. Order parts on a CSO = Customer Special Order only. DRO's will be cancelled. All orders will be reviewed prior to being filled. A quantity limiter may be in effect.

For Export: Please contact CCA's Export Order Fulfillment group to place the order on your behalf.

IMPORTANT NOTE: Due to flight restrictions for hazardous goods shipments, dealer orders may arrive via FedEx or with your normal PDC delivery. Therefore, dealers should order **ONLY as CSO = Customer Special Order**. Please **do not place orders as SPAC**; it will delay shipment of the order and will not provide visibility. **Please note, parts will not be shipped overnight. Plan accordingly for transit time to reach your facility.**

Note: Use the vehicle identification number (VIN) and the GM Electronic Parts Catalog (EPC) to determine which part to order.

Part Number	Description	Quantity/Vehicle
84160781	Bracket, Driver Seat Belt	1
19328683	Tensioner Kit – Driver Seat Belt	1 (If Required)
19329223	Tensioner Kit – Driver Seat Belt	1 (If Required)
19329224	Tensioner Kit – Driver Seat Belt	1 (If Required)
19329227	Tensioner Kit – Driver Seat Belt	1 (If Required)
23462096	Handle – Front Seat Bk Lumbar (Manual Seat Only)	1 (If Required)
23462097	Handle – Front Seat Bk Lumbar (Manual Seat Only)	1 (If Required)