

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Note: To avoid having to "H" route the floor plan transaction for approval, it must be submitted prior to the repair transaction.

Labor Code	Description	Labor Time	Net Item
9102394	Install Driver Side Front Seat Belt Anchor Plate Tensioner Bracket, Includes Seat Trim Modification ADD: Replace the Front Seat Belt Anchor Plate Tensioner*	0.6 0.4	N/A
9102186	Floor Plan Reimbursement	N/A	**

* Includes deployment of pyrotechnic device.

** The amount identified in "Net Item" should represent the product of the vehicle's average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (April 11, 2016) to the date the repair is completed and the vehicle is ready for sale (not to exceed 91 days):

Vehicle	US Reimbursement Amount	Canadian Reimbursement Amount
2014 Chevrolet Silverado LD	\$ 4.49	\$ 6.07
2015 Chevrolet Silverado LD	\$ 5.14	\$ 6.17
2014 GMC Sierra LD	\$ 4.59	\$ 6.28
2015 GMC Sierra LD	\$ 5.54	\$ 6.30

CUSTOMER NOTIFICATION – For US and Canada

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

CUSTOMER NOTIFICATION – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

DEALER RECALL RESPONSIBILITY – For US and Export (US States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle covered by this notification under a sale or lease until the defect or noncompliance is remedied. In addition, it is a violation of Federal law for a dealer to sell service stock that is subject to this notification.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as

soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

DEALER RECALL RESPONSIBILITY – All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system or once again be used in the CTP program.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction or interim inspection procedure is performed consistent with the guidance in this bulletin.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



We Support
Voluntary Technician
Certification



IMPORTANT SAFETY RECALL

July 2016

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2014-2015 model year Chevrolet Silverado Series 1500 and GMC Sierra Series 1500 vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

<p>IMPORTANT</p> <ul style="list-style-type: none"> • Your vehicle is involved in GM recall 15822. • Schedule an appointment with your GM dealer. • This service will be performed for you at no charge.

Why is your vehicle being recalled?

The flexible steel cable that connects the driver's seat belt to the 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.

What will we do?

Your GM dealer will enlarge the side shield opening, install a pusher bracket on the tensioner, and if necessary, replace the tensioner assembly. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of up to 1 hour.

What should you do?

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

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you

may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 16V209.

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

Jeffrey M. Boyer
Vice President
Global Vehicle Safety

GM Recall 15822



wash world
COMPLETE CAR CARE

MUZI

MOTORS INC.

56 TV PLACE
ROUTE 128 - EXIT 19B
NEEDHAM HEIGHTS, MA 02494
(781) 292-3434

CUSTOMER NO.	TOM SHUSDA	6667	TAG NO.	12/17/16
LABOR RATE			MILEAGE	11,053
YEAR/MAKE/MODEL	14/CHEVROLET/SS DR SDN		PLATE	PHANTOM BLA
VEHICLE I.D. NO.	6G3F15RW2EL		DELIVERY DATE	07/12/15
F.T.E. NO.			SELLING DEALER NO.	QUIRK
			R.O. DATE	12/17/16
COMMENTS	MO: 11053			

J# 1 12CVZ15822 SEATBELT LAP ANCHOR TECH(S):6397 WARRANTY
 THE CUSTOMER REQUESTS WE PERFORM OPEN SERVICE CAMPAIGN 15822, SEATBELT LAP ANCHOR TENSIONER CABLE. INVESTIGATE VEHICLE HISTORY, RECALL IS OPEN. PERFORMED OPEN SERVICE CAMPAIGN AS SPECIFIED BY GM. REPLACE DRIVERS SEAT RETRACTOR SIDE BELT. 9102394 .6

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	84160781	BRACKET 16.714 N			0.00
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

**FOR YOUR CONVENIENCE
CHEVROLET SERVICE
DEPT. HOURS**

MON. - FRI. 7:15 AM - 6:00 PM
 SAT. 8:00 AM - 4:00 PM
 DIRECT LINE (781) 292-3434

J# 2 12CVZ16007 FRONTAL AIRBAG TECH(S):6397 WARRANTY
 THE CUSTOMER REQUESTS WE PERFORM OPEN SERVICE CAMPAIGN 16007, FRONTAL AIRBAG AND PRETENSIONER NON DEPLOY. INVESTIGATE VEHICLE HISTORY, RECALL OPEN. PERFORMED OPEN SERVICE CAMPAIGN AS SPECIFIED BY GM. INFLATABLE RESTRAINT SENSING AND DIAGNOSTIC MODULE REPROGRAMMING WITH SPS. 9102276 .3

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
				JOB # 2 TOTAL PARTS		0.00
				JOB # 2 TOTAL LABOR & PARTS		0.00

**CHEVROLET
PARTS HOURS**

MON. - FRI. 7:15 AM - 6:00 PM
 SAT. 8:00 AM - 4:00 PM
 DIRECT LINE (781) 292-3436

J# 3 05CVZ-0600723 CHEVY WARRANTY MAINT TECH(S):6397 WARRANTY
 CHEVROLET WARRANTY MAINTENANCE PROGRAM. LOF, ROTATE AND MPVI. OIL QUALITY PERCENTAGE READS: 38% COMPLETED CHEVROLET WARRANTY MAINTENANCE. CHANGE THE ENGINE OIL AND FILTER, ROTATE TIRES AND PERFORMED MULTI-POINT INSPECTION.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 3	1	PK48D	LOF			WARRANTY
JOB # 3	1	19303974	FILTER 1.836 Y			WARRANTY
JOB # 3	6	19293000	OIL 8.800 N			WARRANTY
				JOB # 3 TOTAL PARTS		0.00
				JOB # 3 TOTAL LABOR & PARTS		0.00

BODY SHOP HOURS

MON. - FRI. 8:00 AM - 5:00 PM
 DIRECT LINE (781) 292-3444

MISC. CODE DESCRIPTION CONTROL NO. WARRANTY
 JOB # 1 PD PARTS DISCOUNT TOTAL - MISC 0.00

**ALL PARTS
NEW
UNLESS
SPECIFIED
OTHERWISE**

COMMENTS
++WAITER++

All special order parts must be prepaid on date of order and will be held in parts dept for 30 days.



MUZI

MOTORS INC.

56 TV PLACE
 ROUTE 128 • EXIT 19B
 NEEDHAM HEIGHTS, MA 02494
 (781) 292-3434

CUSTOMER NO.	ADVISOR TOM SHUSDA	TAG NO.* 6667	INVOICE DATE 12/17/16
LABOR RATE	MILEAGE 11,053	COLOR PHANTOM BLA	STOCK NO.
YEAR/MAKE/MODEL 14/CHEVROLET/SS/4DR SDN	DELIVERY DATE 07/12/15	DELIVERY MILES	PRODUCTION DATE
VEHICLE ID NO. 6 G 3 F 1 5 R W 2 E L	SELLING DEALER NO. QUIRK		
COMMENTS			

MO: 11053

TOTALS

THANK YOU FOR CHOOSING MUZI CHEVROLET! YOU MAY RECEIVE A SURVEY FROM GM ASKING ABOUT YOUR SERVICE VISIT. IF FOR ANY REASON YOU CAN NOT ANSWER "COMPLETELY SATISFIED", WE WOULD LIKE TO KNOW. WE WOULD GREATLY APPRECIATE THE OPPORTUNITY TO MAKE YOU COMPLETELY SATISFIED	TOTAL LABOR....	0.00
	TOTAL PARTS....	0.00
	TOTAL SUBLET....	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

SINCERELY,
 ANTHONY FERNANDES
 SERVICE MANAGER
 781-292-3431

**FOR YOUR CONVENIENCE
 CHEVROLET SERVICE
 DEPT. HOURS**

MON. - FRI. 7:15 AM - 6:00 PM
 SAT. 8:00 AM - 4:00 PM
 DIRECT LINE (781) 292-3434

**CHEVROLET
 PARTS HOURS**

MON. - FRI. 7:15 AM - 6:00 PM
 SAT. 8:00 AM - 4:00 PM
 DIRECT LINE (781) 292-3436

BODY SHOP HOURS

MON. - FRI. 8:00 AM - 5:00 PM
 DIRECT LINE (781) 292-3444

**ALL PARTS
 NEW
 UNLESS
 SPECIFIED
 OTHERWISE**

All special order parts must be prepaid on date of order and will be held in parts dept for 30 days.

**VISIT OUR WEB
 www.muzimotors.com**

CUSTOMER SIGNATURE

Certified Service

MULTI-POINT VEHICLE INSPECTION

Name: [REDACTED] Year/Model: 2003 Date: 12-17-10

Repair Order #: [REDACTED] VIN (last 8 digits): _____ Odometer: 11,500 Tag#: _____ License#: _____

Checked and OK May Require Attention Soon Requires Immediate Attention

WIPER BLADES

<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	RF
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	LF
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Rear (if applicable)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Windshield condition
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Cracks Chips

<input checked="" type="checkbox"/>	OnStar active	<input checked="" type="checkbox"/>	Service History Check
<input checked="" type="checkbox"/>	Enrolled in OVD	<input checked="" type="checkbox"/>	Air Conditioning Performance
<input checked="" type="checkbox"/>	Enrolled in DMN	<input checked="" type="checkbox"/>	Remaining engine oil life: <u>41</u> %
		<input checked="" type="checkbox"/>	Reset: <u>N/A</u>

CHECK BATTERY

<input checked="" type="checkbox"/>	Battery health
<input checked="" type="checkbox"/>	Battery cables and connections

CHECK TIRES AND TREAD DEPTH

<input type="checkbox"/>	Rotation needed	<input type="checkbox"/>	Alignment needed	<input type="checkbox"/>	Balance needed
<input checked="" type="checkbox"/>	Rotation performed	<input type="checkbox"/>	Alignment performed	<input type="checkbox"/>	Balance performed

(Check body condition) / (Check lamps)

Lowest Tread Depth: _____ /32

<input checked="" type="checkbox"/>	LF	Wear Pattern	RF	<input type="checkbox"/>
<input checked="" type="checkbox"/>	LR	Damage	RR	<input type="checkbox"/>

<input checked="" type="checkbox"/>	8/32 or Greater
<input checked="" type="checkbox"/>	7/32
<input checked="" type="checkbox"/>	6/32
<input checked="" type="checkbox"/>	5/32
<input checked="" type="checkbox"/>	4/32
<input checked="" type="checkbox"/>	3/32 or Less

PSI@: set to: 36 PSI

<input checked="" type="checkbox"/>	8/32 or Greater
<input checked="" type="checkbox"/>	7/32
<input checked="" type="checkbox"/>	6/32
<input checked="" type="checkbox"/>	5/32
<input checked="" type="checkbox"/>	4/32
<input checked="" type="checkbox"/>	3/32 or Less

PSI@: set to: 36 PSI

<input checked="" type="checkbox"/>	8/32 or Greater
<input checked="" type="checkbox"/>	7/32
<input checked="" type="checkbox"/>	6/32
<input checked="" type="checkbox"/>	5/32
<input checked="" type="checkbox"/>	4/32
<input checked="" type="checkbox"/>	3/32 or Less

PSI@: set to: 74 PSI

<input checked="" type="checkbox"/>	8/32 or Greater
<input checked="" type="checkbox"/>	7/32
<input checked="" type="checkbox"/>	6/32
<input checked="" type="checkbox"/>	5/32
<input checked="" type="checkbox"/>	4/32
<input checked="" type="checkbox"/>	3/32 or Less

PSI@: set to: 36 PSI

CHANGE ENGINE OIL & FILTER N/A

CHECK FLUID LEVELS

OK	FILLED	REQUIRES ATTENTION
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

CHECK BRAKES/MEASURE FRONT AND REAR LININGS

<input checked="" type="checkbox"/>	7 mm greater
<input checked="" type="checkbox"/>	6 mm
<input checked="" type="checkbox"/>	5 mm
<input checked="" type="checkbox"/>	4 mm
<input checked="" type="checkbox"/>	3 mm/less
<input checked="" type="checkbox"/>	2 mm/less
<input checked="" type="checkbox"/>	1 mm/less

Lowest Front Lining _____ Lowest Rear Lining _____

ADDITIONAL CHECKS (Inspect for visible leaks and visual condition)

<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Fuel system (also including gas cap seating)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Engine, transmission, drive axle, transfer case
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Engine cooling system, leak/other
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Shocks and struts - also check operation
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Belts: engine, power steering and/or V-drive
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Hoses: engine, power steering and HVAC
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Engine air filter
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Passenger Compartment Air Filter
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Steering components and steering linkage
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	CV drive axle boots or driveshafts and U-joints
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Exhaust system components
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Body components lubrication

Brake system (also including lines, hoses and parking brake)

Additional Recommended Services

1)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Service Consultant: _____			
Technician: _____		No.: _____	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Restraint system component check
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Chassis components lubrication
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Drive Axle (leak/other)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Evaporative control system

Product Safety Recall

31340 Seatbelt Lap Anchor Tensioner Cable



Reference Number: N16203134

Release Date: October 2016
Revision: 00

Attention: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Vehicles involved in this recall were placed on stop delivery July 7, 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.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Caprice Police Pursuit Vehicle (PPV)	2014	2017		
Chevrolet	SS	2014	2017		

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	General Motors has decided that a defect, which relates to motor vehicle safety, exists in 2014-2016 model year Chevrolet Caprice Police Pursuit Vehicles (PPVs) and Chevrolet SS vehicles. The flexible steel cable that connects the safety belt to the vehicle at the outside of the front driver seat can fatigue and separate over time if the driver's movement into the seat repeatedly bends the steel seat belt cable down against the seat edge. In a crash, a fatigued cable could break, reducing the effectiveness of the vehicle's safety belts and increasing the risk of injury to the occupant.
Correction	Dealers will replace the driver side front seat cushion outer finish cover, install a driver side front seat belt anchor plate tensioner bracket and inspect the vehicle to determine if the front seat belt anchor plate tensioner assembly is worn, and also requires replacement.

Parts

Quantity	Part Name	Part No.
1	Bracket	84160781
1	Cover Asm-F/Seat Cushion Outer Finish	92507359
1	Cover Asm-F/Seat Cushion Outer Finish	92507580
1 (If Req'd)	Tensioner Kit-Driver Seat Belt	19353065

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which Cover Asm-F/Seat Cushion Outer Finish to order.

Parts Pre-Ship Information – For USA

Important: An initial supply of all parts from the F/Seat Cover Assem, 92507359 or 92507580 required to complete this recall will be pre-shipped to all impacted dealers of record. This pre-shipment is scheduled to begin the week of October 17, 2016 and concluded the week of October 31, 2016. Pre-shipped parts will be charged to dealer's open parts account. All orders placed prior to the pre-ship will be cancelled. A quantity limiter may be in effect.

Note: Due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock.

Product Safety Recall

31340 Seatbelt Lap Anchor Tensioner Cable



Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102396	Install Driver Side Front Seat Belt Anchor Plate Tensioner Bracket and Front Seat Cushion Outer Finish Cover ADD: *Replace the Front Seat Belt Anchor Plate Tensioner	0.5 0.5	ZFAT	N/A
9102602	Floor Plan Reimbursement	N/A	ZFAT	**

Note: To avoid having to "H" route the floor plan transaction for approval, it must be submitted prior to the repair transaction.

* Includes Deploy Pyrotechnic Device

** USA - Vehicles eligible for floor plan reimbursement are to submit the amount in "Net Item" and should represent the product of the vehicle's average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (July 7, 2016) to the date the repair is completed and the vehicle is ready for sale (not to exceed 105 days):

Vehicle	Reimbursement Amount
	USA
2014 Chevrolet Caprice PPV	\$4.29
2015 Chevrolet Caprice PPV	\$4.35
2016 Chevrolet Caprice PPV	\$4.41
2014 Chevrolet SS	\$5.63
2015 Chevrolet SS	\$5.90
2016 Chevrolet SS	\$5.99

Service Procedure

Note: It is not necessary to remove the seat or the front seat belt assembly from the vehicle to perform the following steps.

Warning: Refer to *SIR Warning* in SI.

Warning: In order to prevent accidental deployment and the risk of personal injury, do not dispose of an undeployed inflatable restraint seat belt pretensioner as normal shop waste. Undeployed seat belt pretensioners contain substances that could cause severe illness or personal injury if their sealed containers are damaged during disposal. Use SI deployment procedures to safely dispose of an undeployed seat belt pretensioner. Failure to observe the SI disposal methods may be a violation of appropriate country, regional or local laws.

Warning: When carrying an undeployed inflatable restraint seat belt pretensioner:

- Do not carry the seat belt pretensioner by the wires or connector.
- Carry the seat belt pretensioner by the piston tube, keeping hands and fingers away from the cable.
- Make sure the open end of the seat belt pretensioner piston tube points away from you and other people.
- Do not cover the seat belt pretensioner piston tube opening with your hand.
- Failure to observe these guidelines may result in personal injury.

Use the following steps to install a driver side front seat belt tensioner bracket and a new redesigned seat cushion outer finish cover. It will also be necessary to inspect the flexible steel cable and cover that connects the driver's seat belt to the outboard side of the seat for damage. If damage is found, the seat belt tensioner assembly will require replacement with a new revised tensioner.

INSPECTION PROCEDURE

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

Product Safety Recall
31340 Seatbelt Lap Anchor Tensioner Cable

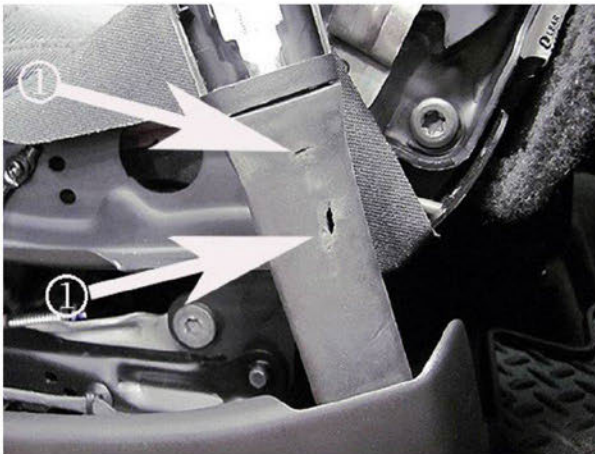


4593189



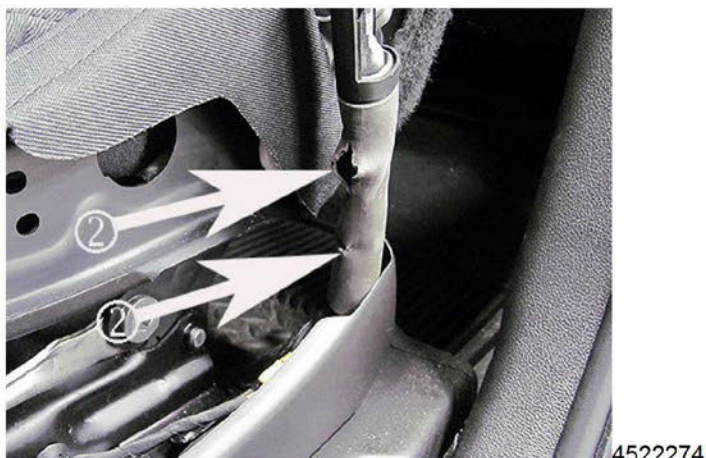
4593192

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



4522272

Product Safety Recall 31340 Seatbelt Lap Anchor Tensioner Cable



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

- If **any damage** is found, replace the tensioner with the revised tensioner and seat trim listed above. The tensioner bracket is not required. Refer to *Front Seat Belt Anchor Plate Tensioner Replacement* in SI.
- If no damage is found, install the seat tensioner bracket using the existing tensioner. Follow the steps in the Bracket Installation section below.

BRACKET INSTALLATION

NOTE: The service bracket shown in the procedure below is bare metal. The service part that you receive will be coated with a black finish.

NOTE: Move the seat to the full forward and full up position before removing the seat trim.

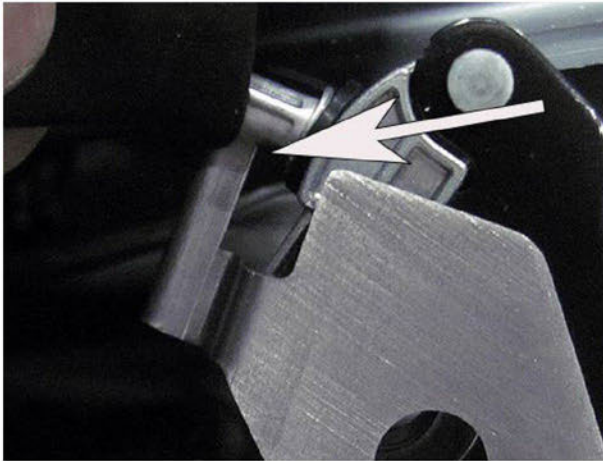
1. Disable the SIR. Refer to *SIR Disabling and Enabling* in SI.
2. Using a Torx bit along with a ratcheting box end wrench, remove the anchor plate tensioner mounting bolt. The retaining washer can be discarded, it does not need to be reinstalled. Refer to *Front Seat Belt Anchor Plate Tensioner Replacement* in SI.



3. Install the service bracket as shown.

Product Safety Recall

31340 Seatbelt Lap Anchor Tensioner Cable



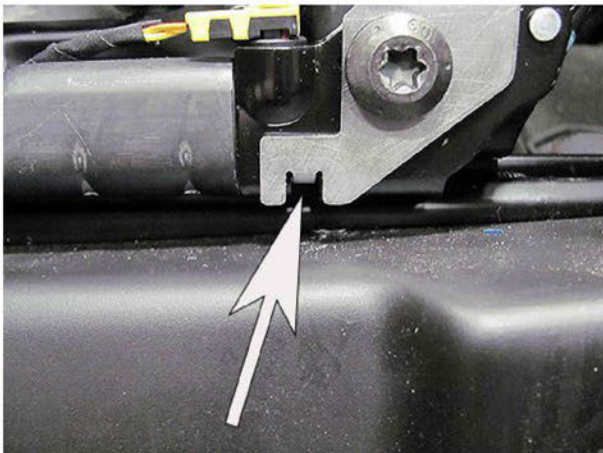
4551057

4. Insure the tensioner cable is positioned on the outside of the tab on the bracket.



4551062

5. Assemble the tensioner assembly, service bracket and bolt.

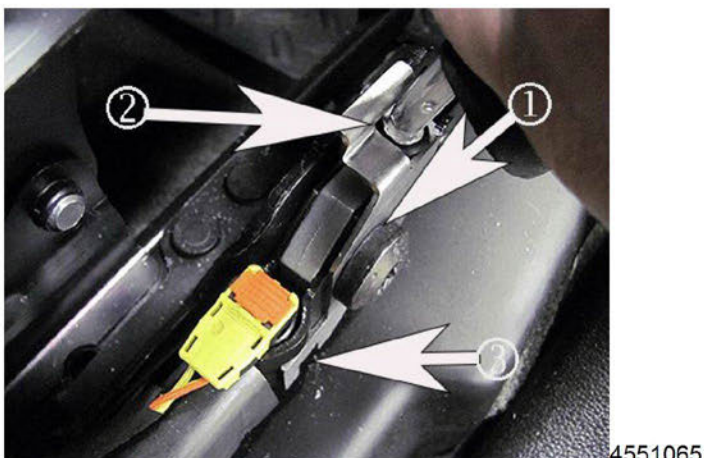


4551063

6. Start the bolt and insure the lower tab on the bracket is correctly positioned in the notch on the seat track.

Product Safety Recall

31340 Seatbelt Lap Anchor Tensioner Cable



4551065

7. Verify the bolt is seated properly (1), the cable position is correct (2) and the lower tab is correctly positioned (3).
8. Tighten the mounting bolt: **Tighten 42 Nm (31 lb ft)**.
9. Transfer the power seat switch assembly from the existing seat cushion outer finish cover. Refer to *Front Seat Cushion Outer Finish Cover Replacement* in SI.



4593195

10. Complete the installation of the seat belt anchor plate tensioner cover, new redesigned seat cushion outer finish cover and anchor plate to seat belt bolt assembly. Refer to *Front Seat Belt Anchor Plate Tensioner Replacement* in SI.
11. Enable the SIR. Refer to *SIR Disabling and Enabling* in SI.

Dealer Responsibility – For USA & Export (USA States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

Product Safety Recall

31340 Seatbelt Lap Anchor Tensioner Cable



Dealer Responsibility – All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. 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.

Courtesy Transportation – For USA

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

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

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**



IMPORTANT SAFETY RECALL

October 2016

This notice applies to your vehicle, VIN: _____

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in 2014-2017 model year Chevrolet Caprice PPV or 2014-2017 Chevrolet SS vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM safety recall 31340.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

In certain seating positions, the safety belt's flexible steel cable (or "tensioner cable") can be located in a forward position allowing the occupant to sit on top of it while entering the vehicle. This action can bend the steel cable over the seat side shield, which over time may cause the cable to fatigue and separate if the driver's movement into the seat repeatedly bends the steel seat belt cable down against the seat edge. In a crash, a fatigued cable could break, reducing the effectiveness of the vehicle's safety belts and increasing the risk of injury to the occupant.

What will we do?

Your GM dealer will inspect and, if necessary, replace the tensioner cable assembly. For vehicles that do not require tensioner assembly replacement, a cable guide will be installed. All vehicles will receive new seat trim with a redesigned opening for the cable routing. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection and service correction time of approximately 1 hour and 5 minutes.

What should you do?

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

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 16V518.

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

Product Safety Recall
31340 Seatbelt Lap Anchor Tensioner Cable



Jeffrey M. Boyer
Vice President
Global Vehicle Safety

GM Recall 31340

#31340 01: Safety Recall - Seatbelt Lap Anchor Tensioner Cable - (May 11, 2017)

Subject: 31340 – Seatbelt Lap Anchor Tensioner Cable

Models: 2014–2017 Chevrolet Caprice Police Pursuit Vehicle

2014–2017 Chevrolet SS



Reference Number: N16203134	Release Date: October 2016
Revision: 01	

Revision Description: This bulletin is being reissued in the Middle East market only to add additional information in the Service Procedure section. Please discard all previous copies of bulletin 31340.

Attention:	<p>It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. Vehicles involved in this recall were placed on stop delivery July 7, 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.</p> <p>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.</p>
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Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Caprice Police Pursuit Vehicle (PPV)	2014	2017		
Chevrolet	SS	2014	2017		

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	<p>General Motors has decided that a defect, which relates to motor vehicle safety, exists in 2014-2017 model year Chevrolet Caprice Police Pursuit Vehicles (PPVs) and Chevrolet SS vehicles. The flexible steel cable that connects the safety belt to the vehicle at the outside of the front driver seat can fatigue and separate over time if the driver's movement into the seat repeatedly bends the steel seat belt cable down against the seat edge. In a crash, a fatigued cable could break,</p> <p>© 2020 General Motors. All rights reserved.</p>
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7/23/2020

	reducing the effectiveness of the vehicle's safety belts and increasing the risk of injury to the occupant.
Correction	Dealers will replace the driver side front seat cushion outer finish cover, install a driver side front seat belt anchor plate tensioner bracket and inspect the vehicle to determine if the front seat belt anchor plate tensioner assembly is worn, and also requires replacement.

Parts Information

Quantity	Part Name	Part No.
1	Bracket	84160781
1	Cover Asm-F/Seat Cushion Outer Finish	92507359
1	Cover Asm-F/Seat Cushion Outer Finish	92507580
1 (If Req'd)	Tensioner Kit-Driver Seat Belt	19353065

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which Cover Asm-F/Seat Cushion Outer Finish to order.

Parts Pre-Ship Information - For USA

Important: An initial supply of all parts from the F/Seat Cover Assem, 92507359 or 92507580 required to complete this recall will be pre-shipped to all impacted dealers of record. This pre-shipment is scheduled to begin the week of October 17, 2016 and concluded the week of October 31, 2016. Pre-shipped parts will be charged to dealer's open parts account. All orders placed prior to the pre-ship will be cancelled. A quantity limiter may be in effect.

Note: Due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102396	Install Driver Side Front Seat Belt Anchor Plate Tensioner Bracket and Front Seat Cushion Outer Finish Cover ADD: *Replace the Front Seat Belt Anchor Plate Tensioner	0.5 0.5	ZFAT	N/A
9102602	Floor Plan Reimbursement	N/A	ZFAT	**

Note: To avoid having to "H" route the floor plan transaction for approval, it must be submitted prior to the repair transaction.

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7/23/2020

* Includes Deploy Pyrotechnic Device.

** USA - Vehicles eligible for floor plan reimbursement are to submit the amount in "Net Item" and should represent the product of the vehicle's average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (July 7, 2016) to the date the repair is completed and the vehicle is ready for sale (not to exceed 105 days):

Vehicle	Reimbursement Amount
	USA
2014 Chevrolet Caprice PPV	\$4.29
2015 Chevrolet Caprice PPV	\$4.35
2016 Chevrolet Caprice PPV	\$4.41
2014 Chevrolet SS	\$5.63
2015 Chevrolet SS	\$5.90
2016 Chevrolet SS	\$5.99

Service Procedure

Note: It is not necessary to remove the seat or the front seat belt assembly from the vehicle to perform the following steps.

Warning: Refer to *SIR Warning* in SI.

Warning: In order to prevent accidental deployment and the risk of personal injury, do not dispose of an undeployed inflatable restraint seat belt pretensioner as normal shop waste. Undeployed seat belt pretensioners contain substances that could cause severe illness or personal injury if their sealed containers are damaged during disposal. Use SI deployment procedures to safely dispose of an undeployed seat belt pretensioner. Failure to observe the SI disposal methods may be a violation of appropriate country, regional or local laws.

Warning: When carrying an undeployed inflatable restraint seat belt pretensioner:

- Do not carry the seat belt pretensioner by the wires or connector.
- Carry the seat belt pretensioner by the piston tube, keeping hands and fingers away from the cable.
- Make sure the open end of the seat belt pretensioner piston tube points away from you and other people.
- Do not cover the seat belt pretensioner piston tube opening with your hand.
- Failure to observe these guidelines may result in personal injury.

Use the following steps to install a driver side front seat belt tensioner bracket and a new redesigned seat cushion outer finish cover. It will also be necessary to inspect the flexible steel cable and cover that connects the driver's seat belt to the outboard side of the seat for damage. If damage is found, the seat belt tensioner assembly will require replacement with a new revised tensioner.

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7/23/2020

Middle East Only: Before attempting any repairs, visually confirm that the vehicle is equipped with un-damaged components as shown under Inspection Procedure below. If the vehicle is equipped as described perform the recall procedure and close this field action. It is possible the vehicle may NOT be equipped as shown, if so, please contact GM regional service and provide the VIN to close this recall.

INSPECTION PROCEDURE

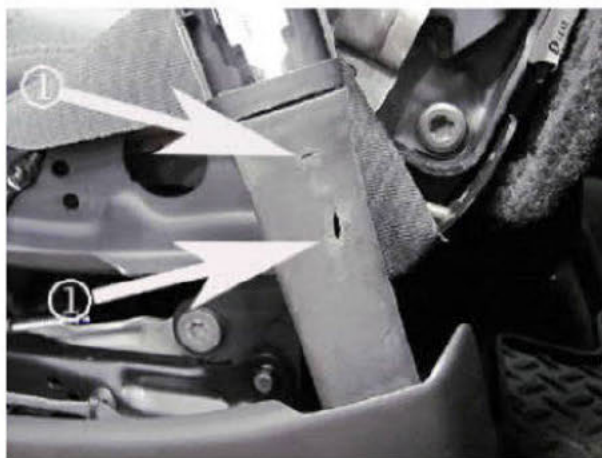
1. Using the seat adjustment switch, move the driver seat as far rearward and downward as possible. The front safety belt cable sleeve (hereinafter, "sleeve") covers the flexible steel cable that connects the safety belt to the vehicle at the front outside seating position. The sleeve is covered by the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



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

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7/23/2020



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

- If **any damage** is found, replace the tensioner with the revised tensioner and seat trim listed above. The tensioner bracket is not required. Refer to *Front Seat Belt Anchor Plate Tensioner Replacement* in SI.
- If no damage is found, install the seat tensioner bracket using the existing tensioner. Follow the steps in the Bracket Installation section below.

BRACKET INSTALLATION

Note: The service bracket shown in the procedure below is bare metal. The service part that you receive will be coated with a black finish.

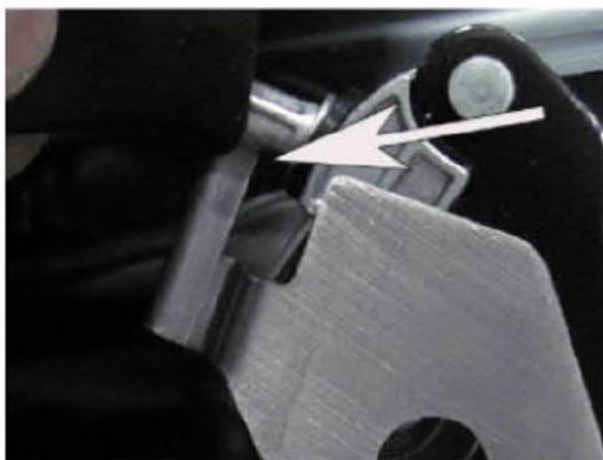
Note: Move the seat to the full forward and full up position before removing the seat trim.

1. Disable the SIR. Refer to *SIR Disabling and Enabling* in SI.
2. Using a Torx bit along with a ratcheting box end wrench, remove the anchor plate tensioner mounting bolt. The retaining washer can be discarded, it does not need to be reinstalled. Refer to *Front Seat Belt Anchor Plate Tensioner Replacement* in SI.

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3. Install the service bracket as shown.

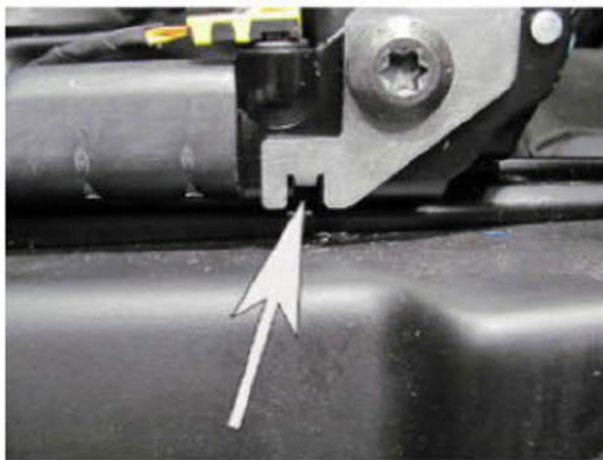


4. Insure the tensioner cable is positioned on the outside of the tab on the bracket.



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- Assemble the tensioner assembly, service bracket and bolt



- Start the bolt and insure the lower tab on the bracket is correctly positioned in the notch on the seat track.
- Verify the bolt is seated properly (1), the cable position is correct (2) and the lower tab is correctly positioned (3).
- Tighten the mounting bolt: **Tighten** 42 Nm (31 lb ft).
- Transfer the power seat switch assembly from the existing seat cushion outer finish cover. Refer to *Front Seat Cushion Outer Finish Cover Replacement* in SI.



- Complete the installation of the seat belt anchor plate tensioner cover, new redesigned seat cushion outer finish cover and anchor plate to seat belt bolt assembly. Refer to *Front Seat Belt Anchor Plate Tensioner Replacement* in SI.
- Enable the SIR. Refer to *SIR Disabling and Enabling* in SI.

Dealer Responsibility – For US and Export (US States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

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The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

Dealer Responsibility – All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall *must* be held and inspected/repared per the service procedure of this bulletin *before* customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. 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.

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

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

IMPORTANT SAFETY RECALL

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7/23/2020

October 2016

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in 2014-2017 model year Chevrolet Caprice PPV or 2014-2017 Chevrolet SS vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

Important:

- Your vehicle is involved in GM recall 31340.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?	In certain seating positions, the safety belt’s flexible steel cable (or “tensioner cable”) can be located in a forward position allowing the occupant to sit on top of it while entering the vehicle. This action can bend the steel cable over the seat side shield, which over time may cause the cable to fatigue and separate if the driver’s movement into the seat repeatedly bends the steel seat belt cable down against the seat edge. In a crash, a fatigued cable could break, reducing the effectiveness of the vehicle’s safety belts and increasing the risk of injury to the occupant.
What will we do?	Your GM dealer will inspect and, if necessary, replace the tensioner cable assembly. For vehicles that do not require tensioner assembly replacement, a cable guide will be installed. All vehicles will receive new seat trim with a redesigned opening for the cable routing. This service will be performed for you at no charge . Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection and service correction time of approximately 1 hour and 5 minutes.
What should you do?	You should contact your GM dealer to arrange a service appointment as soon as possible.
Do you have questions?	If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	

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7/23/2020

Virgin Islands

1-800-496-9994

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 16V518.

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

Jeffrey M. Boyer

Vice President

Global Vehicle Safety

GM Recall 31340

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 equipment, tools, 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 GM dealer for information on whether your vehicle may benefit from the information.



WE SUPPORT
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TECHNICIAN
CERTIFICATION

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7/23/2020



IMPORTANT SAFETY RECALL

August 2016

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect which relates to motor vehicle safety exists in all 2013-2016 model year Chevrolet Caprice Police Pursuit Vehicles and Chevrolet SS vehicles as a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM recall 31340.
- Parts to repair your vehicle are not currently available. When parts are available, we will send you another letter asking you to contact your GM dealer to arrange a service appointment.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

In certain seating positions, the safety belt's flexible steel cable (or "tensioner cable") can be located in a forward position allowing the occupant to sit on top of it while entering the vehicle. This action can bend the steel cable over the seat side shield, which over time may cause the cable to fatigue and separate if the driver's movement into the seat repeatedly bends the steel seat belt cable down against the seat edge. In a crash, a fatigued cable could break, reducing the effectiveness of the vehicle's safety belts and increasing the risk of injury to the occupant.

What will we do?

PARTS ARE NOT CURRENTLY AVAILABLE, but when parts are available, your GM dealer will inspect and, if necessary, replace the tensioner cable assembly. For vehicles that do not require tensioner assembly replacement, a cable guide will be installed. All vehicles will receive new seat trim with a redesigned opening for the cable routing. This service will be performed for you at no charge. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 1 hour.

What should you do?

As a precaution, until we are able to service your vehicle for this condition, please inspect the driver seat front outer safety belt cable sleeve per the inspection procedure enclosed with this letter, and follow the instructions provided.

If your inspection shows the driver sleeve has any cuts, cracks or wear through, please stop driving your vehicle and immediately contact your GM dealer. Your dealer will arrange for your vehicle to be towed to the dealership at no charge and provide you with a free loaner vehicle while the damaged safety belt assembly is replaced. **Note that this replacement is a temporary repair and your vehicle will still need to be serviced when parts are available.**

Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 16V518.

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

Jeffrey M. Boyer
Vice President
Global Vehicle Safety

GM Recall #31340

General Motors Product Field Action Customer Reimbursement Request Form

This section to be completed by customer (please print)

Customer Name: _____

Street Address or P. O. Box Number: _____

City: _____ State: _____ Zip Code: _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): _____

Date Request Form and Supporting Documentation Submitted to Dealer: _____

Vehicle Identification Number of Involved Vehicle: _____
(17 Characters)

Mileage at Time of Repair: _____ Date of Repair: _____

Amount of Reimbursement Requested: \$ _____

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS REQUEST FORM.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- Description of problem, the repair performed, date of repair and who performed the repair.
- The total cost of the repair expense that is being requested.
- Proof of payment for the repair in question and the date of payment.

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Customer's Signature: _____

Submit this request form and the required documents to your GM dealer for processing. All reasonable and customary costs to correct the condition described in the letter that came with this form will be considered for reimbursement. If your request is approved, you will receive a check from your dealer. If your request is denied, you will receive a written explanation for the denial from your dealer. If your request is incomplete, your dealer will advise you what documentation is needed to complete the request and offer you the opportunity to resubmit the request when the missing documents are available. If you have any questions about this process or have waited 30 or more days for a response from your dealer, please contact the GM Customer Assistance Center at 1-800-204-0261.

This section to be completed by dealer (please print)

Bulletin No.: _____ Request Approved: _____ Date: _____ Amount: \$ _____

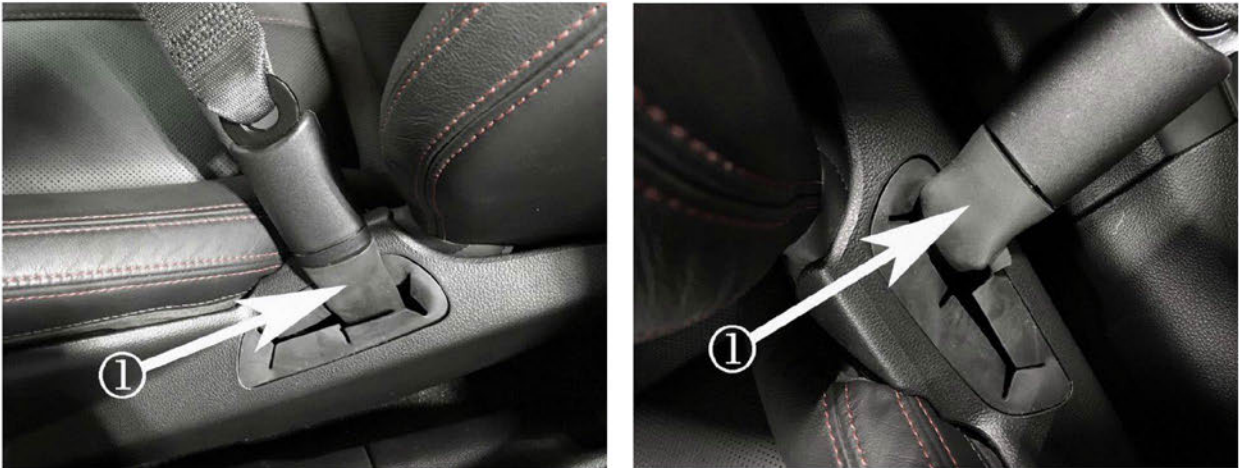
Request Denied: _____ Date: _____ Reviewed By: _____

Reason: _____

If denied, please provide a copy of this form to the customer and retain original for your files

SAFETY BELT CABLE SLEEVE INSPECTION PROCEDURE FOR RECALL 31340

Inspection Overview



This inspection is to be performed on the driver side safety belt cable sleeve (1). If the front driver seat sleeve is cut, cracked or worn through on the inboard or outboard side (see arrows 1 above) the safety belt assembly should be replaced. If the sleeve shows only scuffs or wear marks but no cuts or cracks, replacement is not necessary.


Inspection Steps

1. Using the seat adjustment switch, move the driver seat as far rearward and downward as possible. The front safety belt cable sleeve (hereinafter, "sleeve") covers the flexible steel cable that connects the safety belt to the vehicle at the front outside seating position. The sleeve is covered by the seat trim and comes out of the slot on the side of the front seat.
2. Inspect the sleeve for any cuts or cracks. Bend the cable toward the inside and outside of the vehicle and inspect the area near arrows (1) above. The sleeve shown below (2) requires replacement as a hole has worn through the sleeve.









- If the driver sleeve shows any cuts, cracks or wear through, please stop driving your vehicle and immediately contact your GM dealer. Your dealer will arrange for your vehicle to be towed to the dealership at no charge and provide you with a free loaner vehicle while the damaged safety belt assembly is replaced. **Note that this replacement is a temporary repair and your vehicle will still need to be serviced when parts are available.**
- If the driver sleeve shows no visible cuts or cracks, no further action is required until you receive a second letter from GM asking you to take your vehicle to your dealer for the permanent repair.


Detroit, MI



Vehicle History Report™

US \$39.99






<p>2014 CHEVROLET CAPRICE POLICE VIN: 6G3NS5U26EL [REDACTED] SEDAN 4 DR 6.0L V8 F OHV 16V FLEX FUEL REAR WHEEL DRIVE</p> <p>This CARFAX Report Provided by: ESIS GM</p>		Accident reported: minor damage
		Damage reported
		CARFAX 1-Owner vehicle
		1 Service history record
		Last owned in Florida
		5 Last reported odometer reading



This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 9/24/20 at 10:28:44 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; margin: 0;">The number of owners is estimated</p>	 Owner 1
Year purchased	2014
Type of owner	---
Estimated length of ownership	6 yrs. 5 mo.
Owned in the following states/provinces	Florida
Estimated miles driven per year	---
Last reported odometer reading	5



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

CARFAX recommends that you have this vehicle inspected by a collision repair specialist.	
Airbag Deployment No airbag deployment reported to CARFAX.	No Issues Reported
Odometer Check No indication of an odometer rollback.	No Issues Indicated
Accident / Damage Accident reported on 08/28/2015. Damage reported on: 05/03/2019 and 04/27/2020.	Accident Reported
Manufacturer Recall No open recalls reported to CARFAX. Check for open recalls on GM vehicles at recalls.gm.com .	No Recalls Reported
Basic Warranty No data reported to CARFAX.	No Data Reported

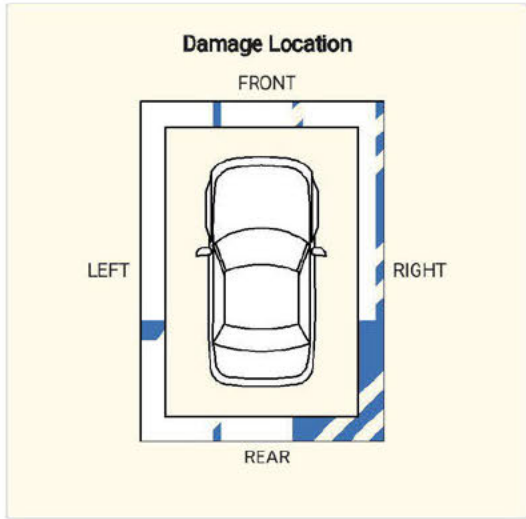
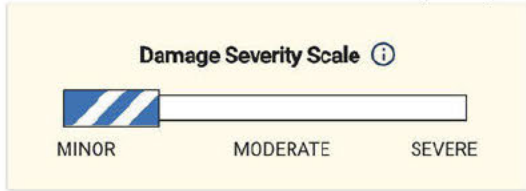


Detailed History

Owner 1

Purchased: 2014

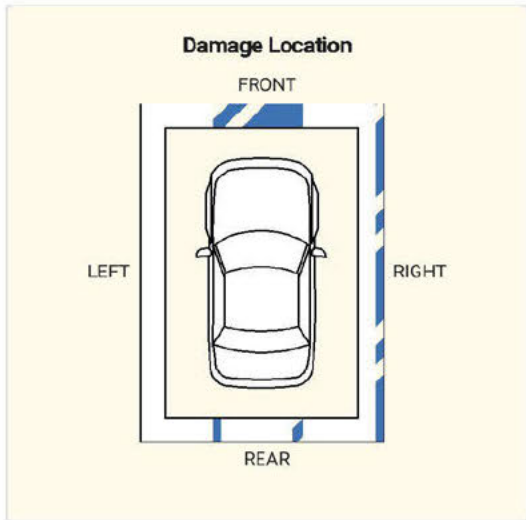
Mileage	Source	Comments
02/19/2014	Stingray Chevrolet Plant City, FL 813-752-5123 stingraychevrolet.com ★ 4.5 / 5.0 119 Veried Re views * 272 Customer Favorites	Vehicle offered for sale
04/14/2014	5 Stingray Chevrolet Plant City, FL 813-359-5483 stingraychevrolet.com ★ 4.5 / 5.0 119 Veried Re views * 272 Customer Favorites	Vehicle serviced
04/17/2014	Stingray Chevrolet Plant City, FL 813-359-5483 stingraychevrolet.com ★ 4.5 / 5.0 119 Veried Re views * 272 Customer Favorites	Vehicle sold
04/17/2014	Florida Motor Vehicle Dept. Stuart, FL	Registration issued or renewed - First owner reported - Vehicle color noted as White
08/28/2015	Florida Damage Report	Accident reported: minor damage - Vehicle involved in a sideswipe collision with another motor vehicle - Damage to right rear - Airbags did not deploy



05/03/2019

Damage Report

Damage reported
- Damage to front



Not all damage is caused by an accident.
Get the car inspected before you buy.
[Learn more](#)

04/27/2020

Damage Report

Damage reported



Not all damage is caused by an accident.
Get the car inspected before you buy.
[Learn more](#)

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Glossary

Accident Indicator

CARFAX receives information about accidents in all 50 states, the District of Columbia and Canada.

Not every accident is reported to CARFAX. As details about the accident become available, those additional details are added to the CARFAX Vehicle History Report. CARFAX recommends that you have this vehicle inspected by a qualified mechanic.

- According to the National Safety Council, Injury Facts, 2015 edition, 8% of the 254 million registered vehicles in the U.S. were involved in an accident in 2013. Over 74% of these were considered minor or moderate.
- This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 9/24/20 at 10:28:44 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.

Damage Indicator

Damage can be a result of many different types of events. Examples include contact with objects (other cars, trees, traffic signs, road debris, etc), vandalism, or weather-related events. Not every damage event is reported to CARFAX. As details about the damage event become available, those additional details are added to the CARFAX Vehicle History Report. CARFAX recommends that you have this vehicle inspected by a qualified mechanic.

- This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 9/24/20 at 10:28:44 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.

Damage Severity

Damage events result in one of the following severity levels:

- Minor: Generally, minor damage is cosmetic (including dents or scratches), may only require reconditioning, and typically does not compromise a vehicle's operation and/or safety.
- Moderate: Moderate damage may affect multiple components of the vehicle and may impair the vehicle's operation and/or safety.
- Severe: Severe damage usually affects multiple components of the vehicle and is likely to compromise the vehicle's operation and/or safety.

CARFAX recommends getting a pre-purchase inspection at a certified collision repair facility.

First Owner

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


Ownership History

CARFAX defines 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.

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Covered by United States Patent Nos. 7,113,853; 7,778,841; 7,596,512, 8,600,823; 8,595,079; 8,606,648; 7,505,838.
9/24/20 10:28:44 AM (CDT)



VEHICLE HIGHLIGHTS


2014 CHEVROLET CAPRICE POLICE
 VIN: 6G3NS5U26EL
 Body Style: SEDAN 4 DR
 Engine Size: 6.0L V8 F OHV 16V
 Drivetrain: REAR WHEEL DRIVE



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:	Florida
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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

Accident and damage reported on this vehicle. Please see the full CARFAX Vehicle History Report for more details.

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

SHOW ME THE CARFAX

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CARFAX® Warranty Check™

CARFAX cannot calculate the remaining coverage for this 2014 CHEVROLET CAPRICE POLICE (6G3NS5U26EL [REDACTED]) because no original manufacturer warranty information was reported to CARFAX by its source.

VIN: 6G3NS5U26EL946850
Estimated start date of warranty: 04/17/2014
Last CARFAX reading reported on 04/14/2014: 5 miles
Today's Date: September 24, 2020

Type of Coverage:	Original Warranty:	
Basic	No data reported to CARFAX	
Drivetrain	No data reported to CARFAX	
Emissions	No data reported to CARFAX	
Corrosion	No data reported to CARFAX	
Transferable	No data reported to CARFAX	
Roadside Assistance	No data reported to CARFAX	
Safety belt & inatable r estraint	No data reported to CARFAX	
Specic Components	No data reported to CARFAX	

▶ 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: 09/24/2020 - 09/24/2021	
CARFAX Vehicle Description: 2014 CHEVROLET CAPRICE POLICE	
VIN: 6G3NS5U26EL	Body Style: SEDAN 4 DR
Driveline: REAR WHEEL DRIVE	Engine: 6.0L V8 F OHV 16V

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



Detroit, MI



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<p>2015 CHEVROLET SS VIN: 6G3F15RW9FL [REDACTED] SEDAN 4 DR 6.2L V8 F OHV 16V GASOLINE REAR WHEEL DRIVE</p> <p>This CARFAX Report Provided by: ESIS GM</p>		Moderate to severe damage
		Damage reported
		CARFAX 1-Owner vehicle
		Regular oil changes
		Personal lease vehicle
		78,400 Last reported odometer reading

This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 10/1/20 at 1:43:04 PM (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: x-small; color: gray;">The number of owners is estimated</p>	 Owner 1
Year purchased	2015
Type of owner	Personal lease
Estimated length of ownership	4 yrs. 9 mo.
Owned in the following states/provinces	Texas
Estimated miles driven per year	16,695/yr
Last reported odometer reading	78,400



 <h3 style="margin: 0;">Title History</h3> <p style="font-size: x-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: x-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
Structural Damage	