

10/1/2020


CARFAX Vehicle History Report for this 2015 CHEVROLET SS: 6G3F15RW9FL

CARFAX recommends that you have this vehicle inspected by a collision repair specialist.	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 Damage reported on: 07/05/2016, 07/06/2017 and 03/05/2019.	Damage Reported
Manufacturer Recall No open recalls reported to CARFAX. Check for open recalls on GM vehicles at <a href="http://recalls.gm.com">recalls.gm.com</a> .	No Recalls Reported
Basic Warranty <a href="#">Original warranty</a> estimated to have expired.	Warranty Expired

**CARFAX** Detailed History

Owner 1		Personal Lease Vehicle	
Purchased: 2015		16,695 mi/yr	
Mileage	Source	Comments	
Original Equipment	OnStar	<b>Vehicle equipped with OnStar</b> Get 3 free months of premium OnStar with Automatic Crash Response, Roadside Assistance and Remote Door Unlock by pressing the blue OnStar button <a href="#">Learn more</a>	
04/01/2015	Vandergriff Chevrolet Arlington, TX 817-557-1200 <a href="http://vandergriffchevrolet.com">vandergriffchevrolet.com</a> ★ 4.5 / 5.0 <a href="#">172 Veried Re views</a> * 294 Customer Favorites	<b>Vehicle offered for sale</b>	
04/07/2015	2 Vandergriff Chevrolet Arlington, TX 817-557-1200 <a href="http://vandergriffchevrolet.com">vandergriffchevrolet.com</a> ★ 4.5 / 5.0 <a href="#">172 Veried Re views</a> * 294 Customer Favorites	<b>Vehicle serviced</b> - Pre-delivery inspection completed - Nitrogen ll tir es - Vehicle washed/detailed - Emissions or safety inspection performed	
12/09/2015	Vandergriff Chevrolet Arlington, TX 817-557-1200 <a href="http://vandergriffchevrolet.com">vandergriffchevrolet.com</a> ★ 4.5 / 5.0 <a href="#">172 Veried Re views</a> * 294 Customer Favorites	<b>Vehicle serviced</b> - Maintenance inspection completed - Battery replaced	
12/15/2015	13 Vandergriff Chevrolet Arlington, TX 817-557-1200 <a href="http://vandergriffchevrolet.com">vandergriffchevrolet.com</a> ★ 4.5 / 5.0 <a href="#">172 Veried Re views</a> * 294 Customer Favorites	<b>Vehicle offered for sale</b>	
12/30/2015	Texas Motor Vehicle Dept. Desoto, TX Title # [REDACTED]	<b>Title issued or updated</b> - First owner reported - Titled or registered as personal lease vehicle - Loan or lien reported	


- Vehicle color noted as Red


04/12/2016	7,563	Vandergriff Chevrolet Arlington, TX 817-557-1200 vandergriffchevrolet.com ★ 4.5 / 5.0 <a href="#">172 Veried Re views</a> ✓ * 294 Customer Favorites	 <b>Vehicle serviced</b> - Recommended maintenance performed - Maintenance inspection completed - Oil and lter changed - Tires rotated
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07/05/2016	Damage Report		 <b>Damage reported</b>
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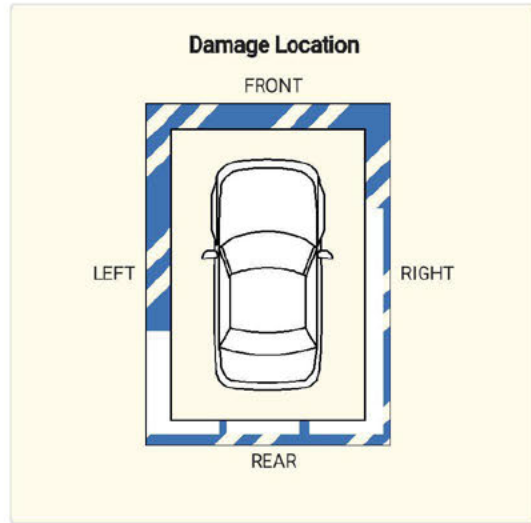
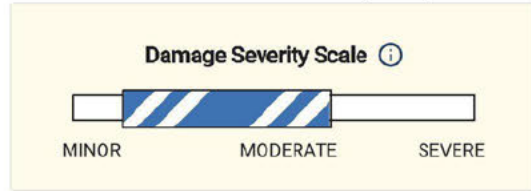
Not all damage is caused by an accident.  
Get the car inspected before you buy.  
[Learn more](#)

07/28/2016	16,164	Vandergriff Chevrolet Arlington, TX 817-557-1200 vandergriffchevrolet.com ★ 4.5 / 5.0 <a href="#">172 Veried Re views</a> ✓ * 294 Customer Favorites	 <b>Vehicle serviced</b> - Recommended maintenance performed - Maintenance inspection completed - Oil and lter changed - Tires rotated
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12/20/2016	23,278	Vandergriff Chevrolet Arlington, TX 817-557-1200 vandergriffchevrolet.com ★ 4.5 / 5.0 <a href="#">172 Veried Re views</a> ✓ * 294 Customer Favorites	 <b>Vehicle serviced</b> - Recommended maintenance performed - Maintenance inspection completed - Oil and lter changed - Tires rotated
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04/18/2017	29,731	Vandergriff Chevrolet Arlington, TX 817-557-1200 vandergriffchevrolet.com ★ 4.5 / 5.0 <a href="#">172 Veried Re views</a> ✓ * 294 Customer Favorites	 <b>Vehicle serviced</b> - Maintenance inspection completed - 15,000 mile service performed - Oil and lter changed
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07/06/2017	Damage Report		 <b>Damage reported: minor to moderate damage</b> - Damage to left front - Damage to front - Damage to left side - Damage to right front
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10/03/2017	36,626	Texas Inspection Station Desoto, TX	Passed emissions inspection
10/10/2017	36,628	Vandergriff Chevrolet Arlington, TX 817-557-1200 vandergriffchevrolet.com ★ 4.5 / 5.0 <a href="#">172 Veried Re views</a> ✓ * 294 Customer Favorites	⚠ <b>Vehicle serviced</b> - Recommended maintenance performed - Maintenance inspection completed - Vehicle washed/detailed - Emissions inspection performed
12/01/2017		Texas Motor Vehicle Dept. Desoto, TX Title # [REDACTED]	<b>Registration issued or renewed</b> - Loan or lien reported - Passed safety inspection - Vehicle color noted as Red
12/21/2017	40,075	Banner Chevrolet New Orleans, LA 866-657-4404 bannerchevy.com ★ 4.1 / 5.0 <a href="#">59 Veried Re views</a> ✓ * 141 Customer Favorites	⚠ <b>Vehicle serviced</b> - Maintenance inspection completed
01/05/2018	41,262	Vandergriff Chevrolet Arlington, TX 817-557-1200 vandergriffchevrolet.com ★ 4.5 / 5.0 <a href="#">172 Veried Re views</a> ✓ * 294 Customer Favorites	⚠ <b>Vehicle serviced</b> - Maintenance inspection completed - Vehicle washed/detailed - Oil and lter changed
07/26/2018	48,842	Vandergriff Chevrolet Arlington, TX 817-557-1200 vandergriffchevrolet.com ★ 4.5 / 5.0 <a href="#">172 Veried Re views</a> ✓	⚠ <b>Vehicle serviced</b> - Maintenance inspection completed - Oil and lter changed

\* 294 Customer Favorites

08/09/2018 49,392 Vandergriff Chevrolet  
Arlington, TX  
817-557-1200  
vandergriffchevrolet.com  
★ 4.5 / 5.0  
[172 Veried Re views](#)

✘ **Vehicle serviced**  
- Maintenance inspection completed  
- Vehicle washed/detailed  
- Front seatbelt retractor replaced

\* 294 Customer Favorites

09/28/2018 52,146 Vandergriff Chevrolet  
Arlington, TX  
817-557-1200  
vandergriffchevrolet.com  
★ 4.5 / 5.0  
[172 Veried Re views](#)

✘ **Vehicle serviced**  
- Maintenance inspection completed  
- Brake uid ushed/changed  
- Vehicle washed/detailed  
- Brake pads replaced  
- Brake rotor(s) resurfaced

\* 294 Customer Favorites

10/02/2018 52,304 Texas  
Inspection Station  
Desoto, TX

Passed emissions inspection

12/01/2018 Texas  
Motor Vehicle Dept.  
Desoto, TX  
Title

**Registration issued or renewed**  
- Loan or lien reported  
- Passed safety inspection  
- Vehicle color noted as Red

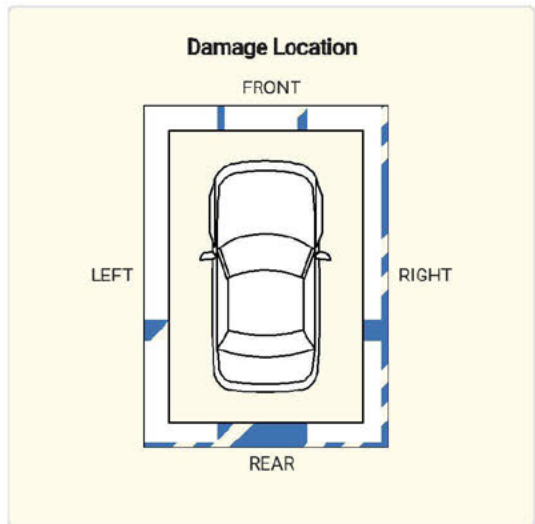
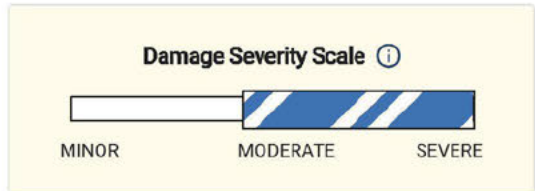
01/24/2019 56,370 Vandergriff Chevrolet  
Arlington, TX  
817-557-1200  
vandergriffchevrolet.com  
★ 4.5 / 5.0  
[172 Veried Re views](#)

✘ **Vehicle serviced**  
- Maintenance inspection completed  
- Vehicle washed/detailed  
- Oil and lter changed

\* 294 Customer Favorites

03/05/2019 Damage Report

⚠ **Damage reported: moderate to severe damage**  
- Damage to rear



07/10/2019 62,983 COMPLETE AUTO  
Cedar Hill, TX  
972-293-0377

✘ **Vehicle serviced**  
- Oil and lter changed  
- Strut(s) replaced

★ 5.0 / 5.0 [5 Veried Re views](#) ✓  
 \* 41 Customer Favorites

07/30/2019 64,024

COMPLETE AUTO  
 Cedar Hill, TX  
 972-293-0377

✂ Vehicle serviced  
 - Sway bar link(s) replaced

★ 5.0 / 5.0 [5 Veried Re views](#) ✓  
 \* 41 Customer Favorites

10/14/2019 67,346

Texas  
 Inspection Station  
 Desoto, TX

Passed emissions inspection

12/01/2019

Texas  
 Motor Vehicle Dept.  
 Desoto, TX  
 Title [REDACTED]

Registration issued or renewed  
 - Loan or lien reported  
 - Passed safety inspection  
 - Vehicle color noted as Red



Avoid nancial headaches. Mak e sure the loan has been paid off if you're buying from a private seller.

12/27/2019

COMPLETE AUTO  
 Cedar Hill, TX  
 972-293-0377

✂ Vehicle serviced  
 - Oil and lter changed  
 - Battery/charging system checked  
 - Battery replaced

★ 5.0 / 5.0 [5 Veried Re views](#) ✓  
 \* 41 Customer Favorites

09/08/2020 78,400

COMPLETE AUTO  
 Cedar Hill, TX  
 972-293-0377

✂ Vehicle serviced  
 - Oil and lter changed

★ 5.0 / 5.0 [5 Veried Re views](#) ✓  
 \* 41 Customer Favorites



This vehicle uses an indicator light to alert users when it's time to change the oil. Oil changes have been reported to CARFAX at least every 7,500 miles, which is in line with manufacturer guidelines. Track your service history for free at [carfax.com/service](http://carfax.com/service).

Have Questions? Consumers, please visit our Help Center at [www.carfax.com](http://www.carfax.com). Dealers or Subscribers, please visit our Help Center at [www.carfaxonline.com](http://www.carfaxonline.com).

**CARFAX** Glossary

**CARFAX Well Maintained - Regular Oil Changes**

CARFAX identifies a "Well Maintained - Regular Oil Change" vehicle as having a regular oil change history when all its recommended oil changes, based on the vehicle's maintenance schedule, have been reported to CARFAX. CARFAX uses the manufacturer's schedule and assumes normal driving conditions. When an oil change schedule is not available, CARFAX may analyze reported service events to determine what is typical for the same make and model vehicle. Dealers and service shops may publish different recommended service schedules.

**Damage Indicator**

Damage can be a result of many different types of events. Examples include contact with objects (other cars, trees, traf 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 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.

**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.

**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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10/1/20 1:43:04 PM (CDT)



# VEHICLE HIGHLIGHTS

**2015 CHEVROLET SS**  
 VIN: 6G3F15RW9FL  
 Body Style: SEDAN 4 DR  
 Engine Size: 6.2L V8 F OHV 16V  
 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](http://carfax.com) for complete Buyback Guarantee terms and conditions.

**OWNERSHIP HISTORY:**

Number of Owners: 

Last owned in the following state/province:	Texas
Annual average mileage:	16,695

**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	<b>Guaranteed</b> No Problem
Not Actual Mileage, Exceeds Mechanical Limits	<b>Guaranteed</b> 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

**Damage** reported on this vehicle. Please see the full CARFAX Vehicle History Report for more details.

**Ask your dealer  
for the full CARFAX<sup>®</sup>  
Vehicle History Report<sup>™</sup>**

SHOW ME THE CARFAX

# CARFAX<sup>®</sup> Warranty Check<sup>™</sup>

CARFAX has estimated the remaining original manufacturer warranty coverage based on information reported to us on this 2015 CHEVROLET SS (6G3F15RW9FL).

**VIN:** 6G3F15RW9FL  
**Estimated start date of warranty:** 12/30/2015  
**Last CARFAX reading reported on 09/08/2020:** 78,400 miles  
**Today's Date:** October 1, 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	3 months or 21,600 miles
Emissions	96 months or 80,000 miles	39 months or 1,600 miles
Corrosion	72 months or 100,000 miles	15 months or 21,600 miles
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: Manufacturer covers emissions components under basic warranty. Emissions coverage may vary by state. Refer to owners manual for specific details. Transferable: No cost, unlimited owners covered. Specic Components: See notes below. Maintenance: Alignment and wheel balancing are considered maintenance after 7,500 miles. 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

<b>Guarantee Coverage:</b> 10/01/2020 - 10/01/2021	
<b>CARFAX Vehicle Description:</b> 2015 CHEVROLET SS	
<b>VIN:</b> 6G3F15RW9FL	<b>Body Style:</b> SEDAN 4 DR
<b>Driveline:</b> REAR WHEEL DRIVE	<b>Engine:</b> 6.2L 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.



**SEVERE DAMAGE**  
 Salvage/Junk  
 Rebuilt/Reconstructed  
 Dismantled  
 Fire/Flood/Hail



**ODOMETER PROBLEMS**  
 Exceeds Mechanical Limits  
 Not Actual Mileage



**LEMON HISTORY**  
 Manufacturer Buyback

**Terms and Conditions Apply**

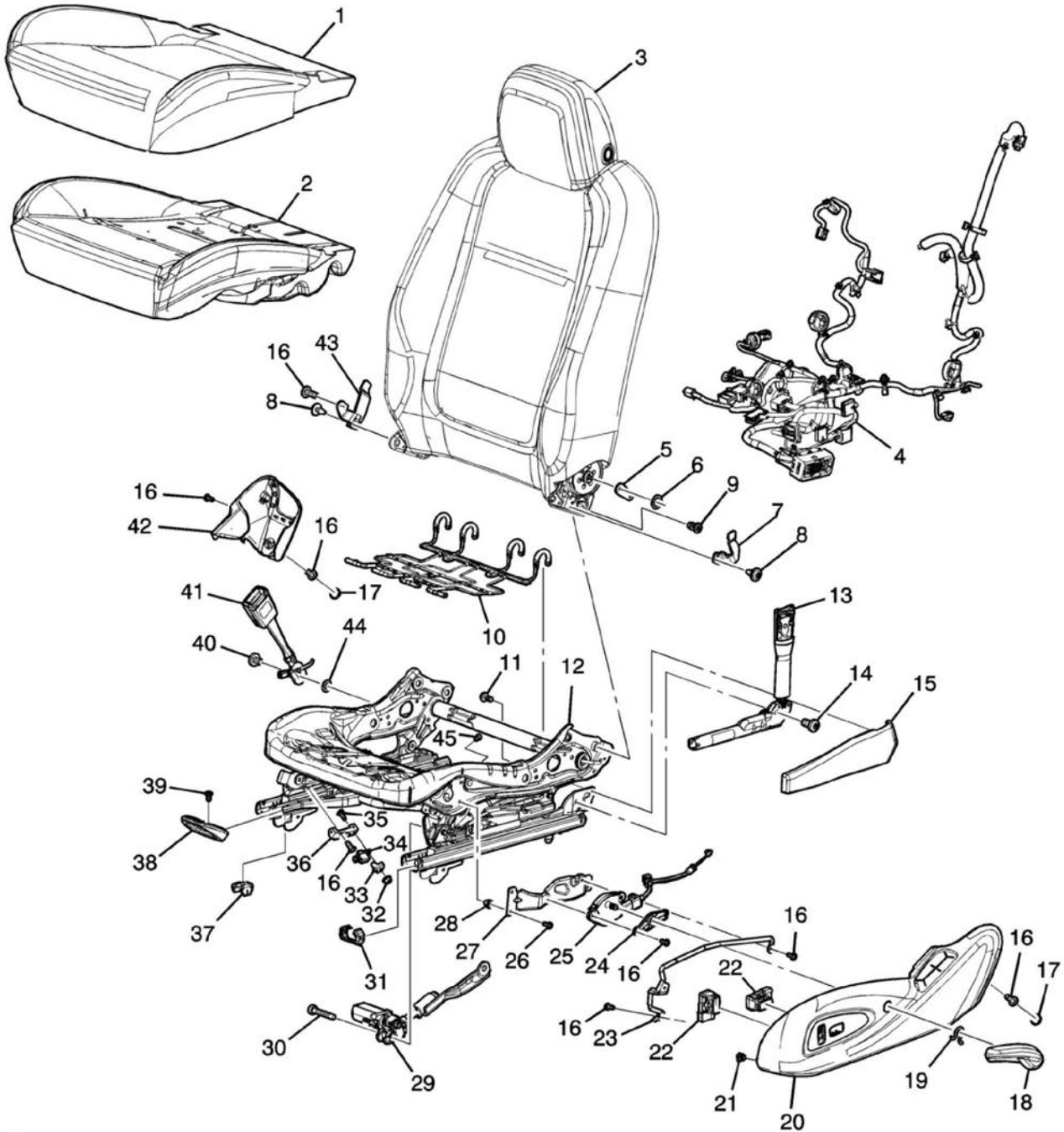
View Terms and Conditions for CARFAX Buyback Guarantee coverage

Document Provided in Native Format

File Name: N20-231210 2016 THRU 2014 CHEVY CAPRICE AND  
SS SFI POP RPT 10-6-20.XLSX

C - Chevrolet > 2016 > E - 1E3 - Caprice Police Vehicle > 14 - INTERIOR TRIM-FRONT SEAT TRIM-SEAT BELTS > (1E14-118) 2015-2017 EK19 SEAT ASM/LEFT HAND FRONT-CUSHION >

1E14-118 03/27/2015



C - Chevrolet &gt; 2016 &gt; E - 1E3 - Caprice Police Vehicle &gt; 14 - INTERIOR TRIM-FRONT SEAT TRIM-SEAT BELTS &gt; (1E14-118) 2015-2017 EK19 SEAT ASM/LEFT HAND FRONT-CUSHION &gt;

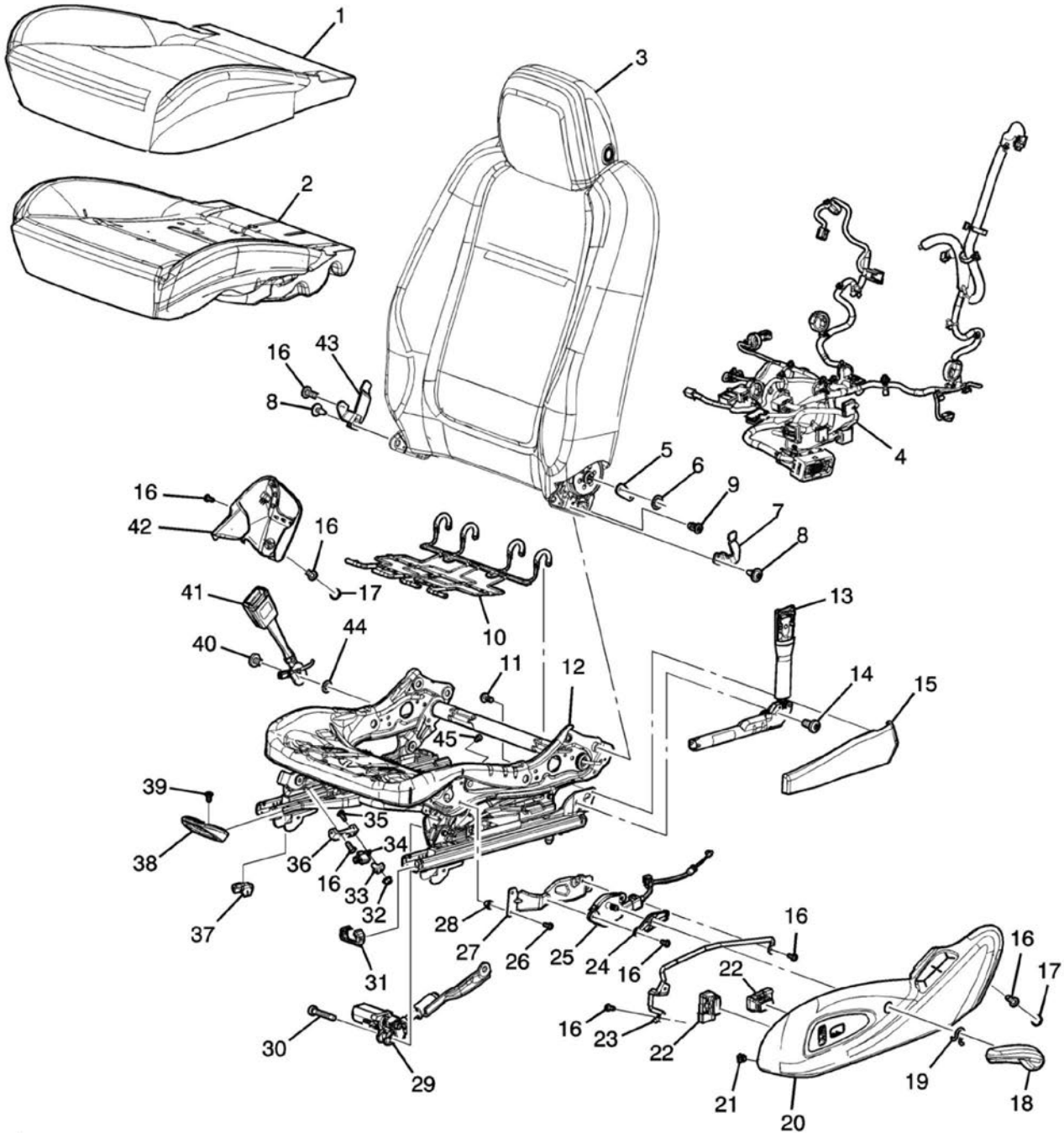
Call	Part #	Group	H	Description	Usage	Year	Qty
1	92286919	14.880	L	COVER, F/SEAT CUSH (BLACK)	EK19 (AH6,AL9,ESA,HCQ,H1T,9C1)	2016 - 2016	01
2	92282577	14.890	L	PAD, F/SEAT CUSH	EK19 (AH6,AL9,ESA,HCQ,H1T)	2016 - 2016	01
2	92282577	14.890	L	PAD, F/SEAT CUSH	EK19 (AH6,AL9,ESA,HCQ,H1T,9C1)	2016 - 2016	01
3		NS		COVER, F/SEAT BK (SEE GROUP 14 "SEAT ASM/LEFT HAND FRONT-BACK" FOR DETAILED ILLUSTRATED VIEW)		2015 - 2017	
4	92285511	13.090	L	HARNESSE, F/SEAT WRG	EK19 (AH6,AL9,ESA,HCQ,H1T,9C1)	2016 - 2016	01
5	92269538	11.362		BRACKET, P/SEAT CUSH OTR FIN PNL	EK19	2015 - 2017	01
6	92293045	14.896		WASHER, F/SEAT	EK19	2015 - 2017	02
7	92269533	11.561	L	BRACKET, F/SEAT ADJR	EK19	2015 - 2017	01
8	13110832	14.896	L	BOLT, F/SEAT (M5X0.8X12) (11.558)	EK19 (ESA)	2015 - 2017	AR
9	13518993	11.373		BOLT, D/SEAT BK FRM (M12X1.25X20) (14.896)	EK	2015 - 2017	04
10	92264852	11.419	L	SUPPORT, F/SEAT CUSH	EK19	2015 - 2017	01
11	92138638	11.377		BOLT, F/SEAT BK RECL FIN CVR (9.743) (Service Lane Part)	EK19	2015 - 2017	02
12	92283304	11.419	L	FRAME, F/SEAT CUSH (INCLS 29-31,45) (W/SENSOR & BRKTS)	EK19 (AH6,AL9,ESA)	2015 - 2016	01
12	13598706	11.419	L	FRAME, F/SEAT CUSH (INCLS 29-31,45) (W/O SENSOR & BRKTS)	EK19 (AH6,AL9,ESA)	2016 - 2016	01
12	13511724	11.419	L	FRAME, F/SEAT CUSH (INCLS 29-31,45)	EK19 (AH5,AL9,ESA,HEI)	2016 - 2016	01
12	92288515	11.419	L	FRAME, F/SEAT CUSH (INCLS 29-31,45)	EK19 (AH6,AL9,ESA,HCQ,H1T,9C1)	2015 - 2016	01
13	19353065	14.875		TENSIONER KIT, D/SEAT BELT (RETR SI) (INCLS 14) (BLACK) (16.714)	EK19 (AH6,AL9,HCQ,H1T,9C1)	2015 - 2016	01

Call	Part #	Group	H	Description	Usage	Year	Qty
14	11612120	14.875		BOLT, F/SEAT BELT ANC PLT TENSR (PART OF 13) (7/16-20X25)	EK19	2015 - 2017	02
15	92272855	14.875	L	COVER, F/SEAT BELT FRT TR (BKL SI) (BLACK)	EK19 (AH6,AL9,HCQ,H1T,9C1)	2015 - 2017	01
16	92272773	14.896		BOLT, F/SEAT (M4X0.7X15)	EK19	2015 - 2017	AR
17	92274669	11.573	L	CAP, F/SEAT ADJR FIN CVR BOLT (BLACK)	EK19	2015 - 2017	02
18	92292711	11.588	L	HANDLE, F/SEAT ADJR (BLACK)	EK19 (AH6,AL9,HCQ,H1T)	2015 - 2016	01
19	22840294	11.377	L	RETAINER, F/SEAT RECL LVR (OMEGA CLIP)	EK19 (HCQ,H1T)	2015 - 2017	01
20		11.573	L	COVER, F/SEAT CUSH OTR FIN (INCLS 21)		2015 - 2017	
21	11610157	08.921		NUT, PNL,M4.2X1.41,8.5X11.9,2.3-2.8 PNL,FITS 11.2X9.2 HOLE,1050,GMW33 (PART OF 20) (10.701) (Service Lane Part)		2015 - 2017	02
22	13282592	11.558		SWITCH, F/SEAT ADJR (BLACK)	EK19 (ESA,HCQ,H1T)	2015 - 2016	04
23	92269530	14.804	L	RETAINER, F/SEAT BK CVR	EK19 (AH6,AL9,H1T,HCQ)	2015 - 2017	01
24	92271555	11.377	L	BRACKET, F/SEAT RECL ACTR	EK19	2015 - 2017	01
25	92458562	11.377	L	CONTROL, F/SEAT RECL	EK19	2015 - 2017	01
26	92272775	14.896	L	BOLT, F/SEAT (M4X0.7X10, 9.8 OD)	EK19 (AH6,AL9,HCQ,H1T)	2015 - 2017	09
27	92421070	11.573	L	RETAINER, F/SEAT ADJR FIN CVR (4-WAY)	EK19 (AH6,AL9,HCQ,HEI,H1T)	2015 - 2016	01
28	92272774	11.561	L	RIVET, F/SEAT RSR	EK19 (AH6,AL9,HCQ,H1T)	2015 - 2016	04
29	13598761	11.556	L	ACTUATOR, F/SEAT ADJR VERT (PART OF 12) (LIFT MOT NON-MEMORY)	EK19 (AH6,AL9,HCQ,H1T,9C1)	2015 - 2016	01
30	13343675	11.556		BOLT, F/SEAT ADJR VERT ACTR (PART OF 12) (42MM LONG) (INCLS ONE BOLT, ONE NUT)	EK19	2015 - 2017	02
31	13580664	11.573	L	COVER, F/SEAT ADJR FIN (PART OF 12) (PAINT TO MATCH) (TRACK END CAP)	EK	2015 - 2017	04
31	13598758	11.573	L	COVER, F/SEAT ADJR FIN (PART OF 12)	EK19 (AH6,AL9,ESA,HCQ,H1T,9C1)	2015 - 2016	01
31	13598758	11.573	L	COVER, F/SEAT ADJR FIN (PART OF 12)	EK19 (AH6,AL9,ESA,HEI)	2015 - 2016	01

Call	Part #	Group	H	Description	Usage	Year	Qty
31	13598758	11.573	L	COVER, F/SEAT ADJR FIN (PART OF 12)	EK19 (AH5,AL9,ESA,HEI)	2015 - 2016	01
32	11098671	11.419		NUT, F/SEAT CUSH SUPT PNL (M5X11.8) (14.865)	EK19	2015 - 2017	02
33	92281002	11.419	L	BRACKET, F/SEAT CUSH SUPT PNL	EK19 (AH6,AL9,ESA,HCQ,H1T,9C1)	2015 - 2017	01
34	22886642	14.865		SENSOR, AIRBAG D/SEAT POSN (RIGHT HAND)	EK19 (AH6,AL9,ESA,HCQ,H1T,9C1)	2015 - 2017	01
35	92256802	11.419		STUD, F/SEAT ANC PLT (12.183) (Service Lane Part)	EK19	2015 - 2017	02
36	92278505	11.419	L	BRACKET, F/SEAT INR RSR	EK19 (AH6,AL9,ESA,HCQ,H1T,9C1)	2015 - 2017	01
37	13584495	11.561		SPACER, F/SEAT ADJR FRT	EK	2015 - 2017	02
38	96875789	11.588		HANDLE, D/SEAT ADJR (BLACK)	EK19 (AH6,AL9,HCQ,H1T)	2015 - 2016	01
39	96875913	11.561	L	BOLT, F/SEAT ADJR (M5X4.59X10) (FRT ADJR HDL)	EK19	2015 - 2017	01
40	92289847	14.875		BOLT, F/SEAT BELT BKL (PART OF 41)	EK19	2015 - 2017	02
41	19303299	14.875		BELT KIT, D/SEAT (BKL S1) (INCLS 40,44) (BLACK)	EK19 (AH6,AL9,HCQ,H1T)	2015 - 2017	01
42	92292710	11.377	L	COVER, F/SEAT INR RECL FIN (BLACK)	EK19 (AH6,AL9,HCQ,H1T)	2015 - 2017	01
43	92269535	11.561	L	BRACKET, P/SEAT INR ADJR	EK19	2015 - 2017	01
44		NS		WASHER, D/SEAT BELT BKL (PART OF 41)		2015 - 2017	
45	13593136	11.556	L	BOLT, F/SEAT ADJR ACTR MOT (PART OF 12) (13MM LONG)	EK	2015 - 2017	01

C - Chevrolet > 2016 > E - 1E3 - Caprice Police Vehicle > 14 - INTERIOR TRIM-FRONT SEAT TRIM-SEAT BELTS > (1E14-118) 2015-2017 EK19 SEAT ASM/LEFT HAND FRONT-CUSHION >

1E14-118 03/27/2015



C - Chevrolet &gt; 2016 &gt; E - 1E3 - Caprice Police Vehicle &gt; 14 - INTERIOR TRIM-FRONT SEAT TRIM-SEAT BELTS &gt; (1E14-118) 2015-2017 EK19 SEAT ASM/LEFT HAND FRONT-CUSHION &gt;

Call	Part #	Group	H	Description	Usage	Year	Qty
1	92286919	14.880	L	COVER, F/SEAT CUSH (BLACK)	EK19 (AH6,AL9,ESA,HCQ,H1T,9C1)	2016 - 2016	01
2	92282577	14.890	L	PAD, F/SEAT CUSH	EK19 (AH6,AL9,ESA,HCQ,H1T)	2016 - 2016	01
2	92282577	14.890	L	PAD, F/SEAT CUSH	EK19 (AH6,AL9,ESA,HCQ,H1T,9C1)	2016 - 2016	01
3		NS		COVER, F/SEAT BK (SEE GROUP 14 "SEAT ASM/LEFT HAND FRONT-BACK" FOR DETAILED ILLUSTRATED VIEW)		2015 - 2017	
4	92285511	13.090	L	HARNESSE, F/SEAT WRG	EK19 (AH6,AL9,ESA,HCQ,H1T,9C1)	2016 - 2016	01
5	92269538	11.362		BRACKET, P/SEAT CUSH OTR FIN PNL	EK19	2015 - 2017	01
6	92293045	14.896		WASHER, F/SEAT	EK19	2015 - 2017	02
7	92269533	11.561	L	BRACKET, F/SEAT ADJR	EK19	2015 - 2017	01
8	13110832	14.896	L	BOLT, F/SEAT (M5X0.8X12) (11.558)	EK19 (ESA)	2015 - 2017	AR
9	13518993	11.373		BOLT, D/SEAT BK FRM (M12X1.25X20) (14.896)	EK	2015 - 2017	04
10	92264852	11.419	L	SUPPORT, F/SEAT CUSH	EK19	2015 - 2017	01
11	92138638	11.377		BOLT, F/SEAT BK RECL FIN CVR (9.743) (Service Lane Part)	EK19	2015 - 2017	02
12	92283304	11.419	L	FRAME, F/SEAT CUSH (INCLS 29-31,45) (W/SENSOR & BRKTS)	EK19 (AH6,AL9,ESA)	2015 - 2016	01
12	13598706	11.419	L	FRAME, F/SEAT CUSH (INCLS 29-31,45) (W/O SENSOR & BRKTS)	EK19 (AH6,AL9,ESA)	2016 - 2016	01
12	13511724	11.419	L	FRAME, F/SEAT CUSH (INCLS 29-31,45)	EK19 (AH5,AL9,ESA,HEI)	2016 - 2016	01
12	92288515	11.419	L	FRAME, F/SEAT CUSH (INCLS 29-31,45)	EK19 (AH6,AL9,ESA,HCQ,H1T,9C1)	2015 - 2016	01
13	19353065	14.875		TENSIONER KIT, D/SEAT BELT (RETR SI) (INCLS 14) (BLACK) (16.714)	EK19 (AH6,AL9,HCQ,H1T,9C1)	2015 - 2016	01

Call	Part #	Group	H	Description	Usage	Year	Qty
14	11612120	14.875		BOLT, F/SEAT BELT ANC PLT TENSR (PART OF 13) (7/16-20X25)	EK19	2015 - 2017	02
15	92272855	14.875	L	COVER, F/SEAT BELT FRT TR (BKL SI) (BLACK)	EK19 (AH6,AL9,HCQ,H1T,9C1)	2015 - 2017	01
16	92272773	14.896		BOLT, F/SEAT (M4X0.7X15)	EK19	2015 - 2017	AR
17	92274669	11.573	L	CAP, F/SEAT ADJR FIN CVR BOLT (BLACK)	EK19	2015 - 2017	02
18	92292711	11.588	L	HANDLE, F/SEAT ADJR (BLACK)	EK19 (AH6,AL9,HCQ,H1T)	2015 - 2016	01
19	22840294	11.377	L	RETAINER, F/SEAT RECL LVR (OMEGA CLIP)	EK19 (HCQ,H1T)	2015 - 2017	01
20		11.573	L	COVER, F/SEAT CUSH OTR FIN (INCLS 21)		2015 - 2017	
21	11610157	08.921		NUT, PNL,M4.2X1.41,8.5X11.9,2.3-2.8 PNL,FITS 11.2X9.2 HOLE,1050,GMW33 (PART OF 20) (10.701) (Service Lane Part)		2015 - 2017	02
22	13282592	11.558		SWITCH, F/SEAT ADJR (BLACK)	EK19 (ESA,HCQ,H1T)	2015 - 2016	04
23	92269530	14.804	L	RETAINER, F/SEAT BK CVR	EK19 (AH6,AL9,H1T,HCQ)	2015 - 2017	01
24	92271555	11.377	L	BRACKET, F/SEAT RECL ACTR	EK19	2015 - 2017	01
25	92458562	11.377	L	CONTROL, F/SEAT RECL	EK19	2015 - 2017	01
26	92272775	14.896	L	BOLT, F/SEAT (M4X0.7X10, 9.8 OD)	EK19 (AH6,AL9,HCQ,H1T)	2015 - 2017	09
27	92421070	11.573	L	RETAINER, F/SEAT ADJR FIN CVR (4-WAY)	EK19 (AH6,AL9,HCQ,HEI,H1T)	2015 - 2016	01
28	92272774	11.561	L	RIVET, F/SEAT RSR	EK19 (AH6,AL9,HCQ,H1T)	2015 - 2016	04
29	13598761	11.556	L	ACTUATOR, F/SEAT ADJR VERT (PART OF 12) (LIFT MOT NON-MEMORY)	EK19 (AH6,AL9,HCQ,H1T,9C1)	2015 - 2016	01
30	13343675	11.556		BOLT, F/SEAT ADJR VERT ACTR (PART OF 12) (42MM LONG) (INCLS ONE BOLT, ONE NUT)	EK19	2015 - 2017	02
31	13580664	11.573	L	COVER, F/SEAT ADJR FIN (PART OF 12) (PAINT TO MATCH) (TRACK END CAP)	EK	2015 - 2017	04
31	13598758	11.573	L	COVER, F/SEAT ADJR FIN (PART OF 12)	EK19 (AH6,AL9,ESA,HCQ,H1T,9C1)	2015 - 2016	01
31	13598758	11.573	L	COVER, F/SEAT ADJR FIN (PART OF 12)	EK19 (AH6,AL9,ESA,HEI)	2015 - 2016	01

Call	Part #	Group	H	Description	Usage	Year	Qty
31	13598758	11.573	L	COVER, F/SEAT ADJR FIN (PART OF 12)	EK19 (AH5,AL9,ESA,HEI)	2015 - 2016	01
32	11098671	11.419		NUT, F/SEAT CUSH SUPT PNL (M5X11.8) (14.865)	EK19	2015 - 2017	02
33	92281002	11.419	L	BRACKET, F/SEAT CUSH SUPT PNL	EK19 (AH6,AL9,ESA,HCQ,H1T,9C1)	2015 - 2017	01
34	22886642	14.865		SENSOR, AIRBAG D/SEAT POSN (RIGHT HAND)	EK19 (AH6,AL9,ESA,HCQ,H1T,9C1)	2015 - 2017	01
35	92256802	11.419		STUD, F/SEAT ANC PLT (12.183) (Service Lane Part)	EK19	2015 - 2017	02
36	92278505	11.419	L	BRACKET, F/SEAT INR RSR	EK19 (AH6,AL9,ESA,HCQ,H1T,9C1)	2015 - 2017	01
37	13584495	11.561		SPACER, F/SEAT ADJR FRT	EK	2015 - 2017	02
38	96875789	11.588		HANDLE, D/SEAT ADJR (BLACK)	EK19 (AH6,AL9,HCQ,H1T)	2015 - 2016	01
39	96875913	11.561	L	BOLT, F/SEAT ADJR (M5X4.59X10) (FRT ADJR HDL)	EK19	2015 - 2017	01
40	92289847	14.875		BOLT, F/SEAT BELT BKL (PART OF 41)	EK19	2015 - 2017	02
41	19303299	14.875		BELT KIT, D/SEAT (BKL S1) (INCLS 40,44) (BLACK)	EK19 (AH6,AL9,HCQ,H1T)	2015 - 2017	01
42	92292710	11.377	L	COVER, F/SEAT INR RECL FIN (BLACK)	EK19 (AH6,AL9,HCQ,H1T)	2015 - 2017	01
43	92269535	11.561	L	BRACKET, P/SEAT INR ADJR	EK19	2015 - 2017	01
44		NS		WASHER, D/SEAT BELT BKL (PART OF 41)		2015 - 2017	
45	13593136	11.556	L	BOLT, F/SEAT ADJR ACTR MOT (PART OF 12) (13MM LONG)	EK	2015 - 2017	01

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File Name: N20-231210 2016 THRU 2014 CHEVY CAPRICE AND  
SS SFI POP RPT 10-6-20.XLSX

## #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



<b>Reference Number:</b> N16203134	<b>Release Date:</b> October 2016
<b>Revision:</b> 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.

<b>Attention:</b>	<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.

<b>Condition</b>	<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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	reducing the effectiveness of the vehicle's safety belts and increasing the risk of injury to the occupant.
<b>Correction</b>	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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\* 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.

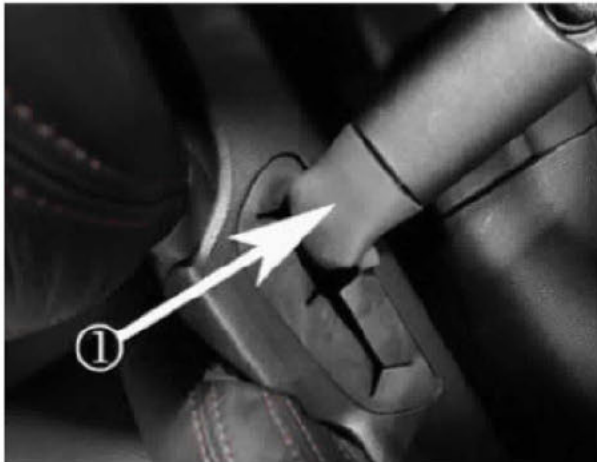
Use the following steps to install a driver side front seat belt tensioner bracket and a new redesigned seat cushion outer finish cover. It will also be necessary to inspect the flexible steel cable and cover that connects the driver's seat belt to the outboard side of the seat for damage. If damage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

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**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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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.

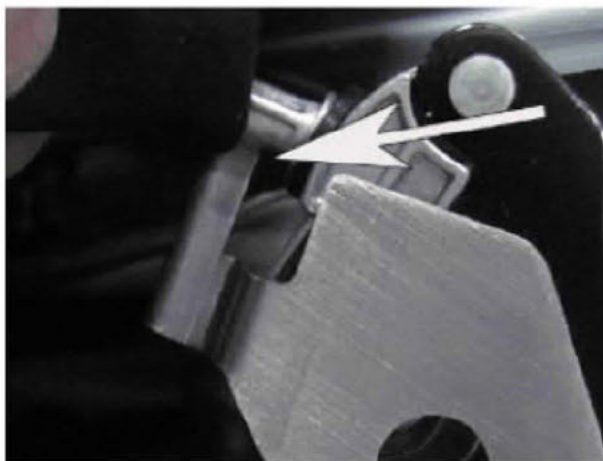
**Note:** Move the seat to the full forward and full up position before removing the seat trim.

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.

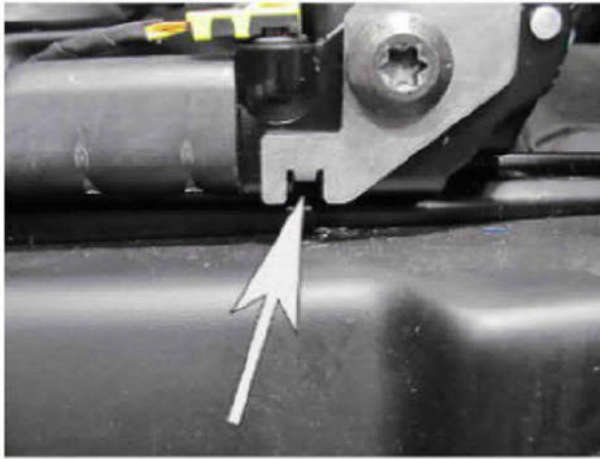


4. Insure the tensioner cable is positioned on the outside of the tab on the bracket.



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



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



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 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** © 2020 General Motors. All rights reserved.

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**.

<b>Why is your vehicle being recalled?</b>	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.
<b>What will we do?</b>	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 <b>no charge</b> . 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.
<b>What should you do?</b>	You should contact your GM dealer to arrange a service appointment as soon as possible.
<b>Do you have questions?</b>	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.



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VOLUNTARY  
TECHNICIAN  
CERTIFICATION

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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	PHANTOM BLA
YEAR/MAKE/MODEL	14/CHEVROLET/SS/4DR SDN			07/12/15	DELIVERY VILES
VEHICLE I.D. NO.	6 G 3 F 1 5 R W 2 E L			QUIRK	PRODUCTION DATE
F.T.E. NO.		P.C. NO.		12/17/16	
REMARKS					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

**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

**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

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

COMMENTS  
 ++WAITER++

**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**

SF852093 O (04/11)



# 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	R.O. DATE 12/17/16	
F.T.E. NO.	P.C. NO.	COMMENTS	MO: 11053

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

SINCERELY,  
 ANTHONY FERNANDES  
 SERVICE MANAGER  
 781-292-3431

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
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

**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**

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**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](http://www.muzimotors.com)

CUSTOMER SIGNATURE \_\_\_\_\_

SF662350 0 (04/11)

# 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

<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

(Check body condition)

(Check lamps)

Lowest Tread Depth: \_\_\_\_\_ /32

<input type="checkbox"/>	LF	Wear Pattern	RF	<input type="checkbox"/>
<input 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: 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

- 
- 
- 

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



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Name: N202312100 01 Message.docx  
GUID: dacbc0b5-ca9d-466a-b927-ab7956e34696  
File Type: application/vnd.openxmlformats-officedocument.wordprocessingml.document  
Document Number: WR2374093\_000001147\_0001

# Product Safety Recall

## N202312100 Seat Belt Cable Separation – US Only



**Release Date:** November 2020

**Revision:** 01

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

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

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

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

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

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

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

### Parts

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

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

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

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

### Warranty Information

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

# Product Safety Recall

## N202312100 Seat Belt Cable Separation – US Only



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

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

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

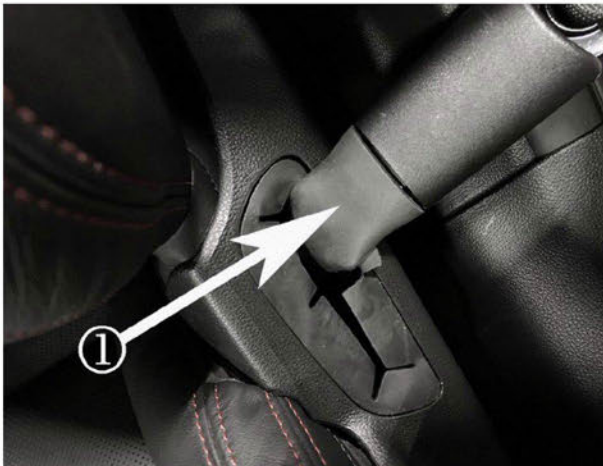
**IMPORTANT: Using IVH, verify that either the seat belt pretensioner service bracket has been installed or the pretensioner assembly replaced under Safety Recall #31340.**

### INSPECTION PROCEDURE

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



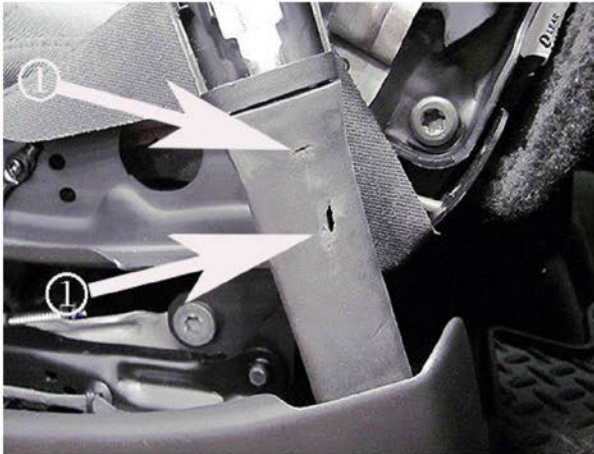
4593189



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.

**Product Safety Recall**  
N202312100 Seat Belt Cable Separation – US Only



4522272



4522274

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

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

**SEAT CUSHION OUTER FINISH COVER INSTALLATION**



4593195

## Product Safety Recall

### N202312100 Seat Belt Cable Separation – US Only



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

#### **Dealer Responsibility – For USA (USA States, Territories, and Possessions)**

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

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

#### **Dealer Responsibility – All**

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

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

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

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

In summary, whenever a vehicle subject to this field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

#### **Dealer Reports**

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this recall. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall may be a violation of law in several states.

#### **Customer Notification**

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

## Product Safety Recall

### N202312100 Seat Belt Cable Separation – US Only



#### Customer Reimbursement

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

---

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**

# Product Safety Recall

## N202312100 Seat Belt Cable Separation – US Only



# IMPORTANT SAFETY RECALL

November 2020

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

Dear General Motors Customer:

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

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2014-2016 model year Chevrolet Caprice Police Pursuit Vehicles (PPVs) and Chevrolet SS vehicles that were subject to NHTSA Recall No. 16V518 and may not have received a complete repair under the recall. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

### IMPORTANT

- Your vehicle is involved in GM safety recall N202312100.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

#### Why is your vehicle being recalled?

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

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

#### What will we do?

Your GM dealer will inspect the vehicle to determine whether the new seat trim was installed and, if necessary, replace the trim. Dealers will also inspect and, if necessary, replace the pretensioner cable assembly. This service will be performed for you at no charge. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection and service correction time of approximately 55 minutes.

#### What should you do?

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

#### Did you already pay for this repair?

Even though you may have previously had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have already paid for repairs for the recall condition, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170.

#### Do you have questions?

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

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

## Product Safety Recall

### N202312100 Seat Belt Cable Separation – US Only



If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 20V638.

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

Maryann L. Combs  
Vice President  
Global Vehicle Safety

Enclosure  
GM Recall: N202312100



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File Type: application/pdf  
Document Number: WR2374093\_000001149\_0001

## Frequently Asked Questions (FAQs) for Safety Recall N202312100 Seat Belt Cable Separation

These questions and answers are being provided to help GM dealers respond to inquiries from involved vehicle owners about the Safety recall identified above.

**Q1) Which vehicles are involved?**

A1) Certain 2014-2016 model year Chevrolet Caprice Police Pursuit Vehicles (PPVs) and Chevrolet SS vehicles that were subject to NHTSA Recall No. 16V518 (bulletin 313410) and may not have received a complete repair under the recall.

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

A2) These vehicles were subject to NHTSA Recall No. 16V518 (bulletin 313410) and may not have received a complete repair under the recall. The flexible steel cable that connects the safety belt to the vehicle at the outside of the front driver seat can fatigue and separate over time if the driver's movement into the seat repeatedly bends the steel seat belt cable down against the seat edge.

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

A3) The covering on the cable may show visible signs, including tears, holes, or wear marks.

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

A4) Dealers will inspect the vehicles to determine whether the new seat trim was installed and, if necessary, replace the trim. Dealers will also inspect and, if necessary, replace the pretensioner cable assembly.

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

A5) 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.

**Q6) Does the customer have to pay for this remedy/repair?**

A6) No, this inspection/repair will be done at no cost to the customer.

**Q7) Is the remedy/repair available now?**

A7) No, when a remedy is available and/or sufficient quantity of parts are available, the recall bulletin will be released, and dealers can begin repairing vehicles.

**Q8) What should customers do until recall repairs can be completed? Are there any special instructions?**

A8) If special instructions are provided, they will be included in the notification letters to customers.

**Q9) How can customers check to see if their vehicle is involved in this field action?**

A9) Customers who own a vehicle involved in the field action will be notified by mail by General Motors, but they may also check their Vehicle Identification Number (VIN) for field actions in GM Owner Center at <https://my.gm.com/recalls> or via NHTSA's website at <https://vinrcl.safercar.gov/vin/>.

**Frequently Asked Questions (FAQs) for Safety Recall N202312100  
Seat Belt Cable Separation**

**Q10) If customers are concerned, can they get a rental car or courtesy transportation?**

A10) Courtesy transportation is available for customers whose vehicles are involved in this recall and are within the warranty coverage period for the warranty which is associated with this recall. Please refer to Warranty Administration Bulletin #17-NA-073: Field Action Courtesy Transportation Policy for further information.



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# Product Safety Recall

## N202312100 Seat Belt Cable Separation – US Only



**Release Date:** November 2020

**Revision:** 01

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

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

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

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

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

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

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

### Parts

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

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

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

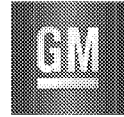
**Reminder:** Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104967	Install Driver Side Front Seat Cushion Outer Finish Cover	0.3	ZFAT	N/A
	ADD: Replace the Front Seat Belt Anchor Plate Tensioner (Includes Pyrotechnic Disposal)	0.5		

# Product Safety Recall

## N202312100 Seat Belt Cable Separation – US Only



9105335	Customer Reimbursement Approved - For USA dealers only	N/A	ZFAT	*
9105336	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	**

Note: To avoid having to “H” route the customer reimbursement transaction for approval, it must be submitted prior to the repair transaction.

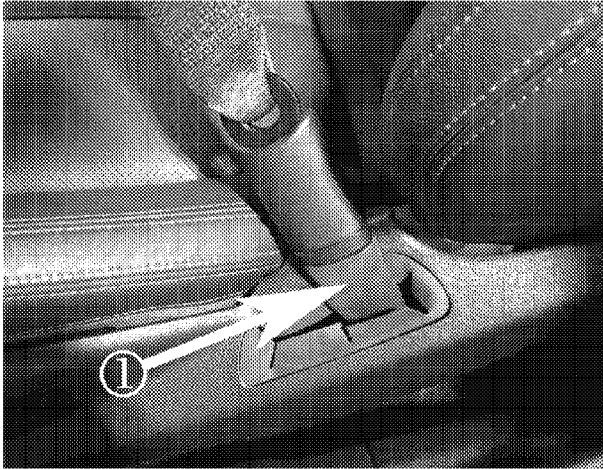
\* For USA: Submit the dollar amount reimbursed to the customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.

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

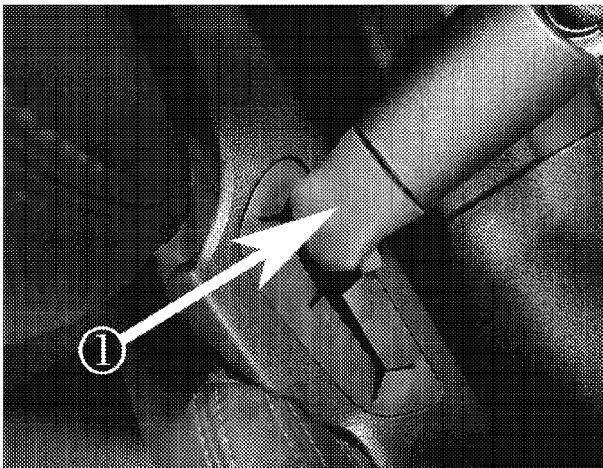
**IMPORTANT:** Using IVH, verify that either the seat belt pretensioner service bracket has been installed or the pretensioner assembly replaced under Safety Recall #31340.

### INSPECTION PROCEDURE

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



4593189

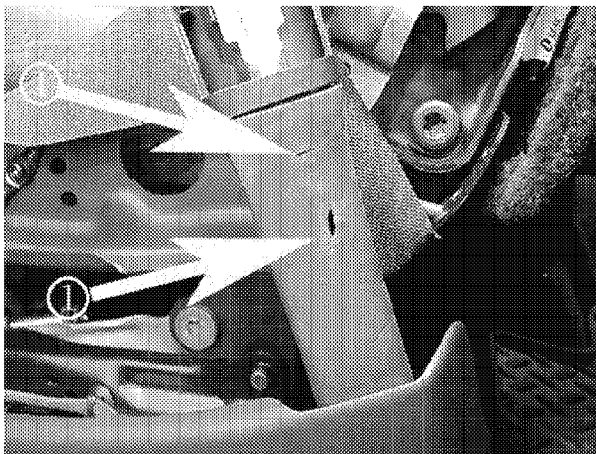


4593192

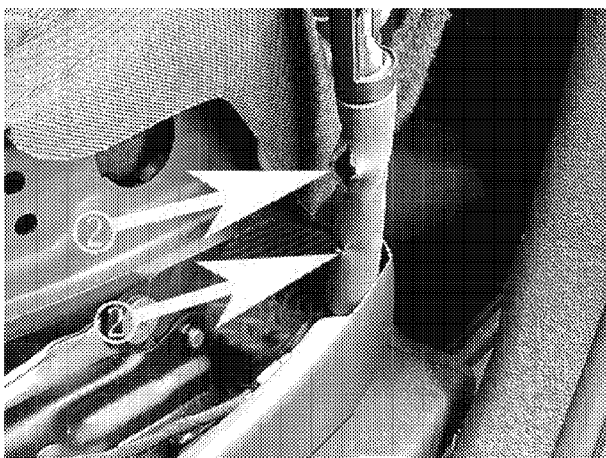
2. Inspect the sleeve for any cuts or cracks. Bend the cable toward the inside and outside of the vehicle and inspect the area near arrows (1) above.

# Product Safety Recall

## N202312100 Seat Belt Cable Separation – US Only



4522272

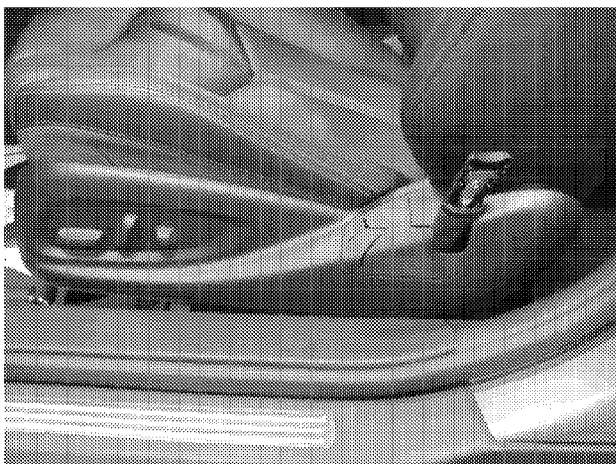


4522274

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

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

### SEAT CUSHION OUTER FINISH COVER INSTALLATION



4593195

# Product Safety Recall

## N202312100 Seat Belt Cable Separation – US Only



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

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

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

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

### Dealer Responsibility – All

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

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

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

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

In summary, whenever a vehicle subject to this field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

### Dealer Reports

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this recall. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall may be a violation of law in several states.

### Customer Notification

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

# Product Safety Recall

## N202312100 Seat Belt Cable Separation – US Only



### Customer Reimbursement

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

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



**We Support  
Voluntary Technician  
Certification**



# IMPORTANT SAFETY RECALL

November 2020

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

Dear General Motors Customer:

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

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2014-2016 model year Chevrolet Caprice Police Pursuit Vehicles (PPVs) and Chevrolet SS vehicles that were subject to NHTSA Recall No. 16V518 and may not have received a complete repair under the recall. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

<p><b>IMPORTANT</b></p> <ul style="list-style-type: none"> <li>• Your vehicle is involved in GM safety recall N202312100.</li> <li>• Schedule an appointment with your GM dealer.</li> <li>• This service will be performed for you at <b>no charge</b>.</li> </ul>
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**Why is your vehicle being recalled?**

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

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

**What will we do?**

Your GM dealer will inspect the vehicle to determine whether the new seat trim was installed and, if necessary, replace the trim. Dealers will also inspect and, if necessary, replace the pretensioner cable assembly. This service will be performed for you at no charge. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual inspection and service correction time of approximately 55 minutes.

**What should you do?**

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

**Did you already pay for this repair?**

Even though you may have previously had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have already paid for repairs for the recall condition, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170.

**Do you have questions?**

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

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

**Product Safety Recall**  
**N202312100 Seat Belt Cable Separation – US Only**



If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 20V638.

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

Maryann L. Combs  
Vice President  
Global Vehicle Safety

Enclosure  
GM Recall: N202312100

# Product Safety Recall

## N202312100 Seat Belt Cable Separation – US Only



Release Date: October 2020

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.

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Make	Model	Model Year		RPO	Description
		From	To		
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<b>Correction</b>	Dealers will inspect the vehicles to determine whether the new seat trim was installed and, if necessary, replace the trim. Dealers will also inspect and, if necessary, replace the pretensioner cable assembly.

### Parts

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1	Cover Asm-F/Seat Cushion Outer Finish	92507359
1 (If Req'd)	Tensioner Kit-Driver Seat Belt	19353065

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

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

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

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104967	Install Driver Side Front Seat Cushion Outer Finish Cover ADD: Replace the Front Seat Belt Anchor Plate Tensioner (Includes Pyrotechnic Disposal)	0.3 0.5	ZFAT	N/A
9105335	Customer Reimbursement Approved - For USA dealers only	N/A	ZFAT	*
9105336	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	**