

## Product Safety Recall

### N202312100 Seat Belt Cable Separation – US Only



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.

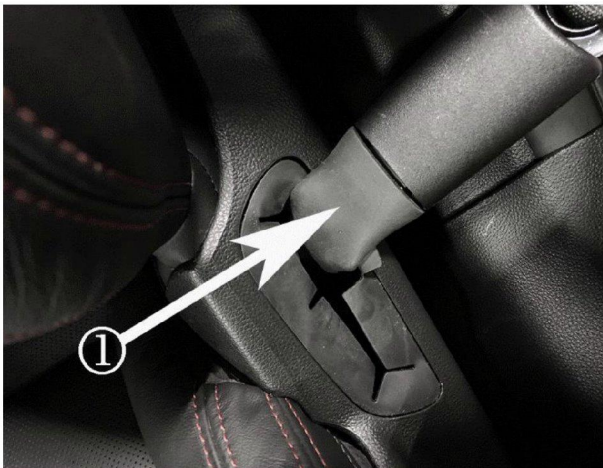
**IMPORTANT: Using IVH, verify that either the seat belt pretensioner service bracket has been installed or the pretensioner assembly replaced under Safety Recall #31340.**

#### 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.



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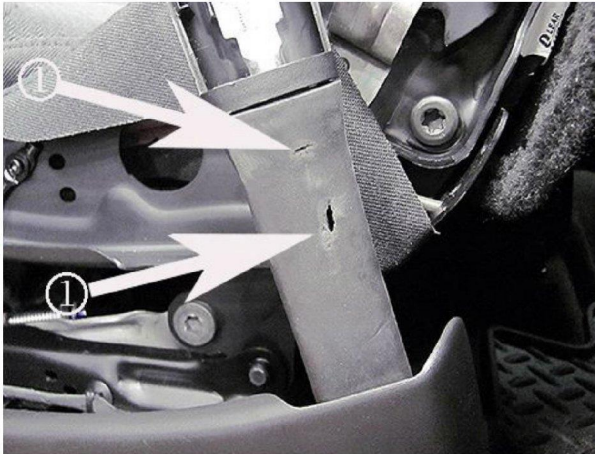


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2. Inspect the sleeve for any cuts or cracks. Bend the cable toward the inside and outside of the vehicle and inspect the area near arrows (1) above.

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## 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. 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.

### 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.



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# 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.

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

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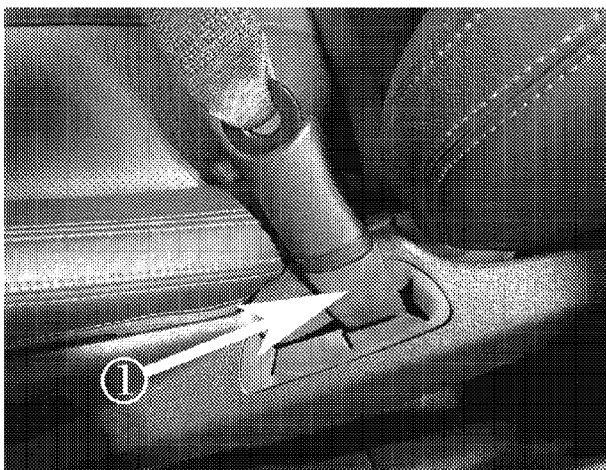
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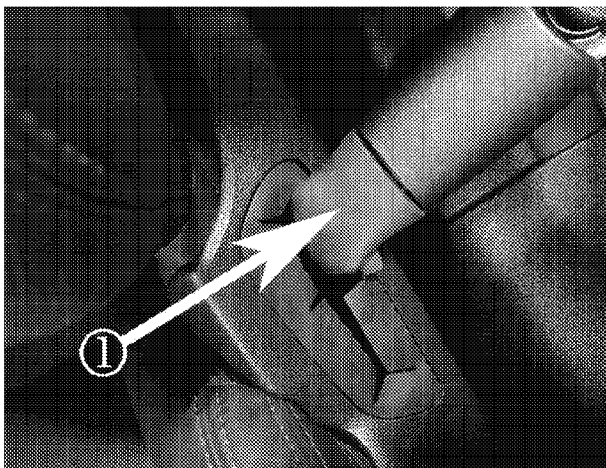
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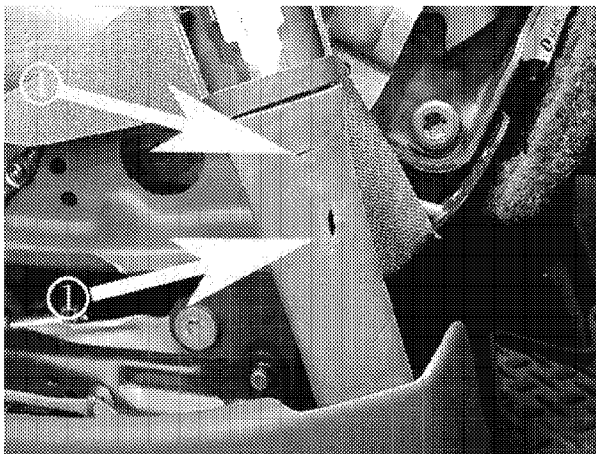


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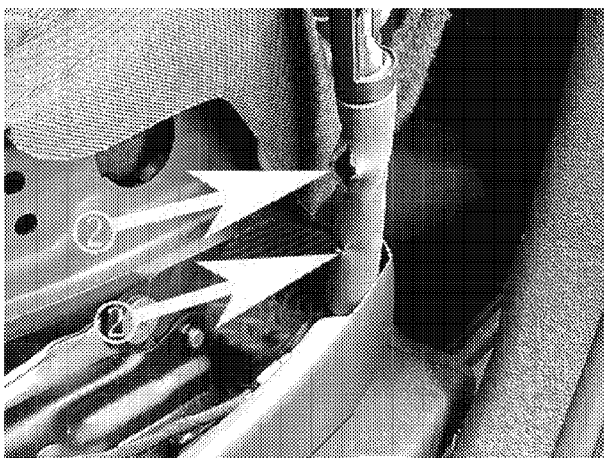
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## N202312100 Seat Belt Cable Separation – US Only



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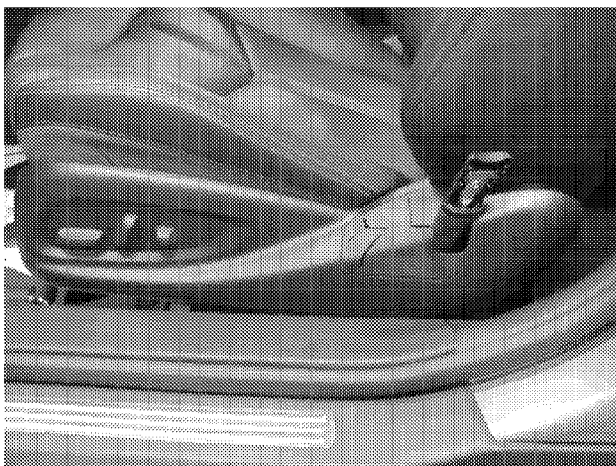


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## **Frequently Asked Questions (FAQs) for Safety Recall N202312100 Seat Belt Cable Separation**

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) Yes, the remedy/repair is available now, please see the attached bulletin for details.

**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.

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5546  
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 19, 2020

Subject: N202312100 Safety Recall  
Seat Belt Cable Separation – US Only

Models: 2014-2016 Chevrolet Caprice PPV and SS

To: All General Motors Dealers

General Motors is releasing Safety Recall N202312100 today. The total number of U.S. vehicles involved is approximately 1,788. Please see the attached bulletin for details.

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

**Question and Answer Document (Q&A)**

Attached to this message you will find an updated document that addresses the ten most likely questions customers may have regarding this Safety Recall. Please use this information as an aid to confidently answer customer concerns.

**Customer Letter Mailing**

The customer letter mailing will begin in the near future.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated October 20, 2020 or sooner. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE  
GLOBAL SAFETY FIELD INVESTIGATIONS

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END OF MESSAGE  
GLOBAL SAFETY FIELD INVESTIGATIONS

# 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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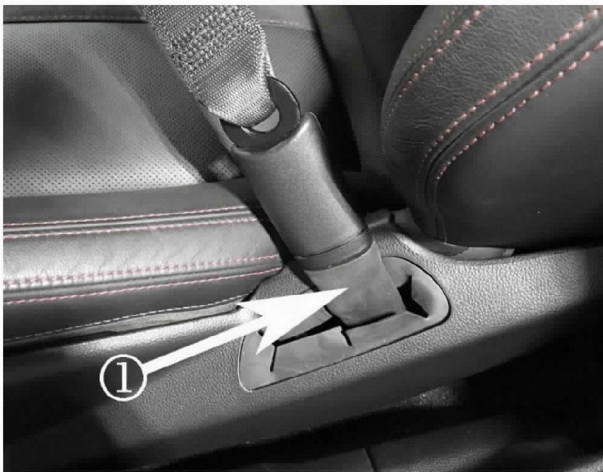
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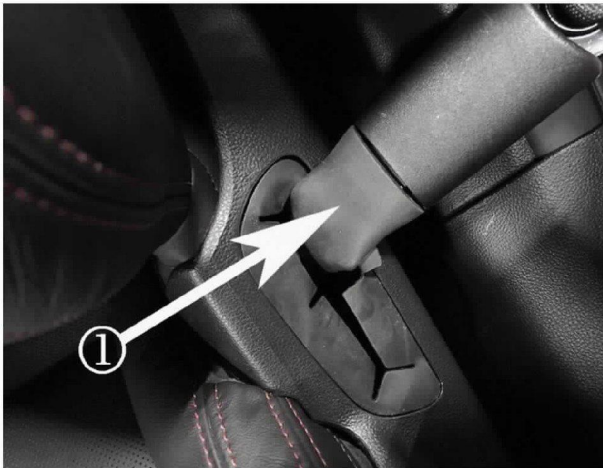
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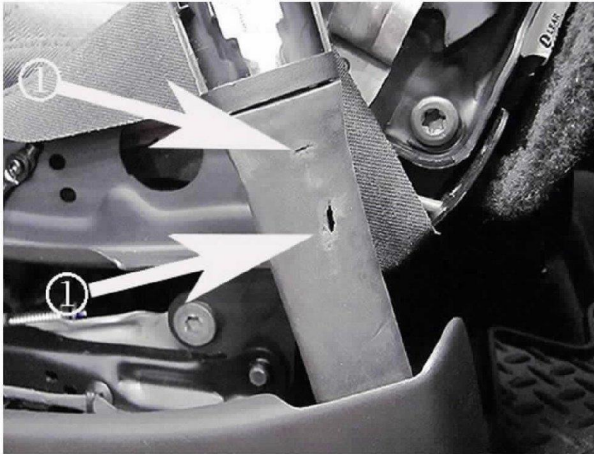


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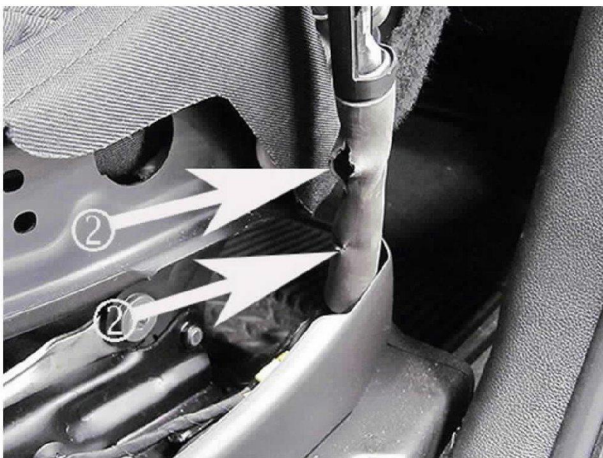
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### **Dealer Responsibility – All**

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.

## I M P O R T A N T

- 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

# 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.

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

# Product Safety Recall

## N202312100 Seat Belt Cable Separation – US Only



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.

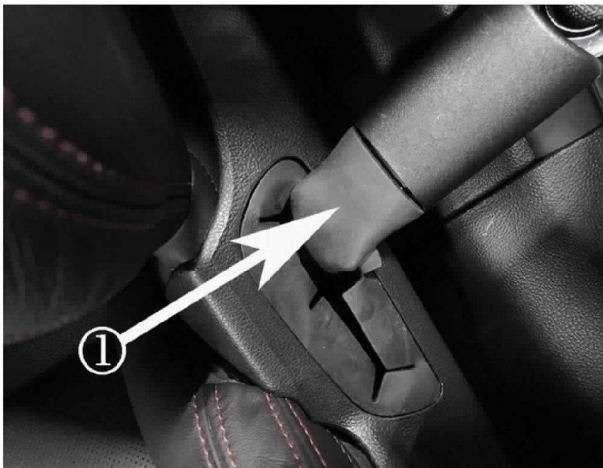
**IMPORTANT: Using IVH, verify that either the seat belt pretensioner service bracket has been installed or the pretensioner assembly replaced under Safety Recall #31340.**

### 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.



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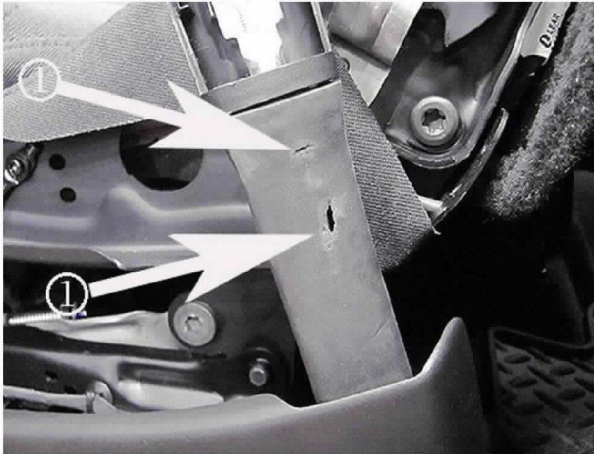


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2. Inspect the sleeve for any cuts or cracks. Bend the cable toward the inside and outside of the vehicle and inspect the area near arrows (1) above.

# Product Safety Recall

## N202312100 Seat Belt Cable Separation – US Only



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

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

### SEAT CUSHION OUTER FINISH COVER INSTALLATION



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. 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.

### 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**



# IMPORTANT SAFETY RECALL

November 2020

<CustomerName>  
<CustomerAddress>

This notice applies to your vehicle, VIN: <VIN>.

Dear <CustomerName>:

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 <Year> model year <VINDivisionName> <Vehicle\_Name> 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 recall N202312100.
- Schedule an appointment with your <DIV\_DLR> 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 <DIV\_DLR> 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 <DIV\_DLR> dealer to arrange a service appointment as soon as possible.

### Did you

Even though you may have previously had repairs for this condition,

**already pay for this repair?** you will still need to take your vehicle to your dealer. 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 <VINDivisionName> Customer Assistance Center at <DivCACPhone>.

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.

<Combs\_closing>

Enclosure  
GM Recall N202312100

## General Motors Product Field Action Customer Reimbursement Request Form

This section to be completed by customer (please print)

Customer Name: \_\_\_\_\_

Street Address or P. O. Box Number: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Daytime Telephone Number (include Area Code): \_\_\_\_\_

Evening Telephone Number (include Area Code): \_\_\_\_\_

Date Request Form and Supporting Documentation Submitted to Dealer: \_\_\_\_\_

Vehicle Identification Number of Involved Vehicle: \_\_\_\_\_  
(17 Characters)

Mileage at Time of Repair: \_\_\_\_\_ Date of Repair: \_\_\_\_\_

Amount of Reimbursement Requested: \$ \_\_\_\_\_

**THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS REQUEST FORM.**

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

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

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

Customer's Signature: \_\_\_\_\_

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

This section to be completed by dealer (please print)

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

Request Denied: \_\_\_\_\_ Date: \_\_\_\_\_ Reviewed By: \_\_\_\_\_

Reason: \_\_\_\_\_

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

# Special Coverage Adjustment

## 18128 Driver's Front Seat Belt Anchor Pretensioner



Reference Number: N172131700

Release Date: June 2018

Revision: 00

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

Involved vehicles are identified on the Applicable Warranties section in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

<b>Condition</b>	In certain 2014-2015 model year Chevrolet Silverado LD and GMC Sierra LD vehicles, if a driver repeatedly sits on the seat belt cable cover located at the base of the driver's seat when entering the vehicle, it may cause the seat belt pretensioner to bend sharply over the seat side shield. If this continues to occur over an extended period of time, which is very rare, the seat belt pretensioner cable may fatigue and eventually separate, which could reduce the effectiveness of the vehicle's seat belts. Before any damage occurs to the pretensioner cable itself, signs of wear will be visible on the pretensioner cable cover where it has been repeatedly bent over the seat side shield.
<b>Special Coverage Adjustment</b>	<p>This special coverage covers the condition described above for a period of 10 years or 150,000 miles (240,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.</p> <p>For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after June 25, 2018, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to June 25, 2018, must be submitted to the Service Contract provider.</p> <p>Vehicle owners or lessees who paid for repairs referenced in this Special Coverage ("Customers") are eligible for reimbursement of their reasonable and customary expenses in accordance with the procedures specified below. The conditional right to reimbursement is provided by GM solely in the interest of customer satisfaction and is personal to Customers. <i>Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.</i></p>
<b>Correction</b>	Dealers are to replace the pretensioner and side shield for all customers that experience a broken pretensioner cable or come to a dealership with excessive wear on the cable sleeve. The repairs will be made at no charge to the customer.

### Parts

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

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

# Special Coverage Adjustment

## 18128 Driver's Front Seat Belt Anchor Pretensioner



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

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

### Warranty Information

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

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

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

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

### Service Procedure

#### Inspection Procedure

Use the following steps to verify the customer concern.

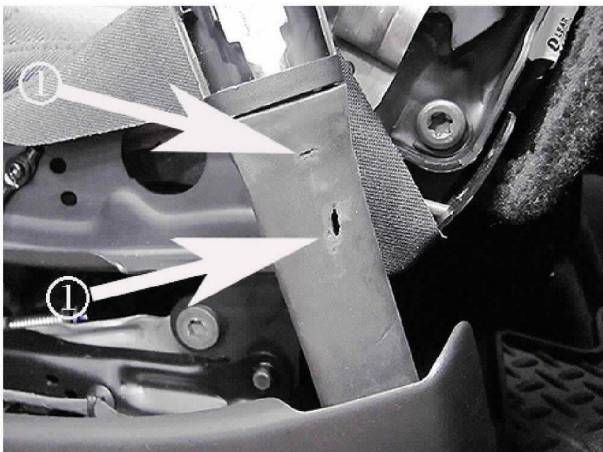
1. Move the driver seat to the full forward and full down position.



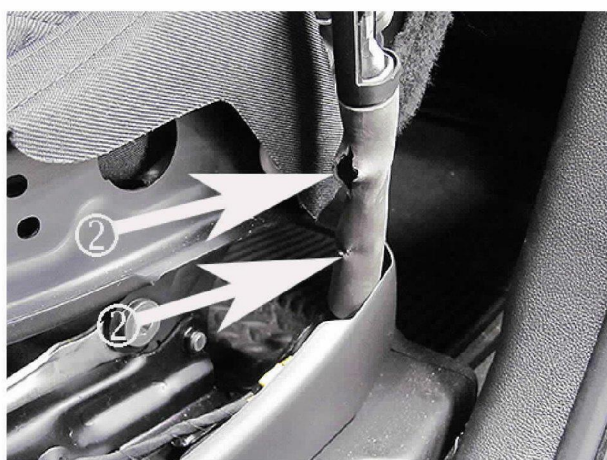
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2. Inspect the seat belt tensioner cable cover for damage. Inspect the complete cable cover from the base of the cable to the buckle.

## Special Coverage Adjustment 18128 Driver's Front Seat Belt Anchor Pretensioner



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

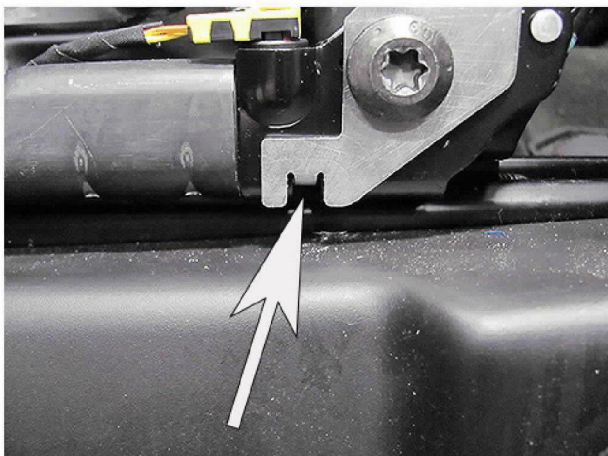
- If **any damage** is found, replace the driver side front seat belt anchor plate tensioner and the front seat cushion outer finish cover.
- If no damage is found, inform the customer that the special coverage condition is not present on their vehicle at this time.

# Special Coverage Adjustment

## 18128 Driver's Front Seat Belt Anchor Pretensioner



### Replacement Procedure



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

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

### **Courtesy Transportation – For USA & Canada**

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

### **Customer Notification**

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

### **Customer Reimbursement**

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by July 31, 2019. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

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



**We Support  
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Certification**

# Special Coverage Adjustment

## 18128 Driver's Front Seat Belt Anchor Pretensioner



July 2018

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

Dear General Motors Customer:

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

This letter is intended to make you aware that in certain 2014-2015 model year Chevrolet Silverado LD and GMC Sierra LD vehicles, if a driver repeatedly sits on the seat belt cable cover located at the base of the driver's seat when entering the vehicle, it may cause the seat belt pretensioner to bend sharply over the seat side shield. If this continues to occur over an extended period of time, which is very rare, the seat belt pretensioner cable may fatigue and eventually separate, which could reduce the effectiveness of the vehicle's seat belts. Before any damage occurs to the pretensioner cable itself, signs of wear will be visible on the pretensioner cable cover where it has been repeatedly bent over the seat side shield.

**What We Have Done:** General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2014-2015 model year Chevrolet Silverado LD or GMC Sierra LD within 10 years of the date your vehicle was originally placed in service or 150,000 miles (240,000 km), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

**What You Should Do:** Please perform the inspection procedure enclosed with this letter, and follow the instructions provided. If you are not comfortable performing this inspection, please take your vehicle to a General Motors dealer and they will perform this inspection free of charge. If you've performed the inspection and believe your vehicle has the condition described above, please take your vehicle to your GM dealer for repair. For the repair to qualify for this special coverage, it must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

**Reimbursement:** If you have already paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by July 31, 2019, unless state law specifies a longer reimbursement period.

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

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

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-889-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

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

Neelie O'Connor  
Executive Director  
North America Contact Center Operations

Enclosures  
18128

## Special Coverage Adjustment

### 18128 Driver's Front Seat Belt Anchor Pretensioner



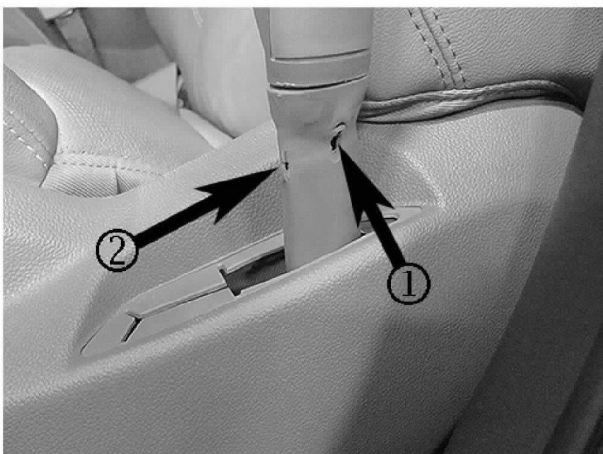
#### Customer Inspection Procedure

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

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



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



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

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

# Special Coverage Adjustment

## 18127 Driver's Front Seat Belt Anchor Pretensioner



Reference Number: N182153260

Release Date: June 2018

Revision: 00

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

Involved vehicles are identified on the Applicable Warranties section in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

<b>Condition</b>	In certain 2015-2017 model year Chevrolet Silverado LD and GMC Sierra LD, and a limited number of 2016 model year Chevrolet Silverado HD and GMC Sierra HD vehicles, if a driver repeatedly sits on the seat belt cable cover located at the base of the driver's seat when entering the vehicle, it may cause the seat belt pretensioner to bend sharply over the seat side shield. If this continues to occur over an extended period of time, which is very rare, the seat belt pretensioner cable may fatigue and eventually separate, which could reduce the effectiveness of the vehicle's seat belts. Before any damage occurs to the pretensioner cable itself, signs of wear will be visible on the pretensioner cable cover where it has been repeatedly bent over the seat side shield.
<b>Special Coverage Adjustment</b>	<p>This special coverage covers the condition described above for a period of 10 years or 150,000 miles (240,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.</p> <p>For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after June 25, 2018, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to June 25, 2018, must be submitted to the Service Contract provider.</p> <p>Vehicle owners or lessees who paid for repairs referenced in this Special Coverage ("Customers") are eligible for reimbursement of their reasonable and customary expenses in accordance with the procedures specified below. The conditional right to reimbursement is provided by GM solely in the interest of customer satisfaction and is personal to Customers. <i>Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.</i></p>
<b>Correction</b>	Dealers are to replace the pretensioner and side shield for all customers that experience a broken pretensioner cable or come to a dealership with excessive wear on the cable sleeve. The repairs will be made at no charge to the customer.

### Parts

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

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

# Special Coverage Adjustment

## 18127 Driver's Front Seat Belt Anchor Pretensioner



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

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

### Warranty Information

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

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

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

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

### Service Procedure

#### Inspection Procedure

Use the following steps to verify the customer concern.

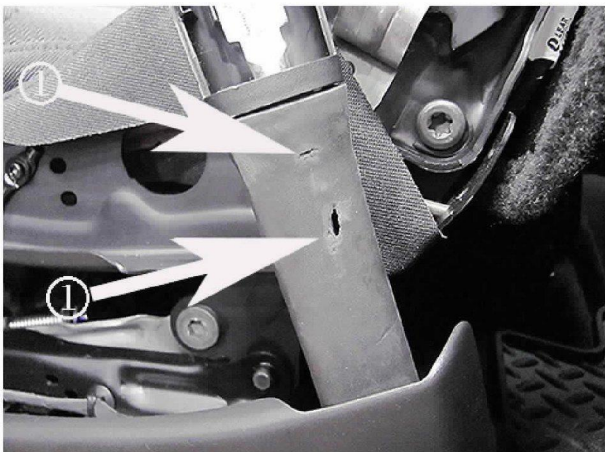
1. Move the driver seat to the full forward and full down position.



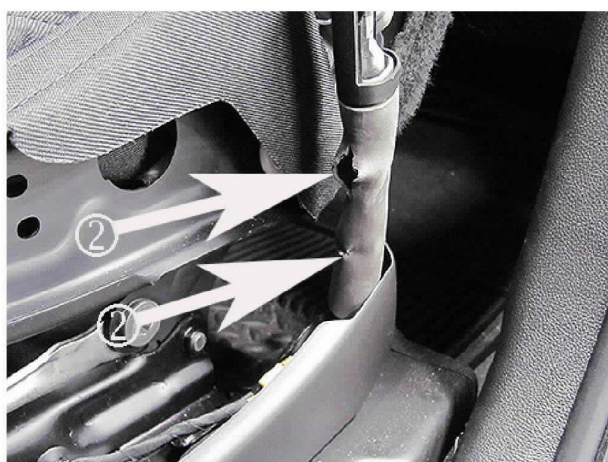
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2. Inspect the seat belt tensioner cable cover for damage. Inspect the complete cable cover from the base of the cable to the buckle.

## Special Coverage Adjustment 18127 Driver's Front Seat Belt Anchor Pretensioner



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

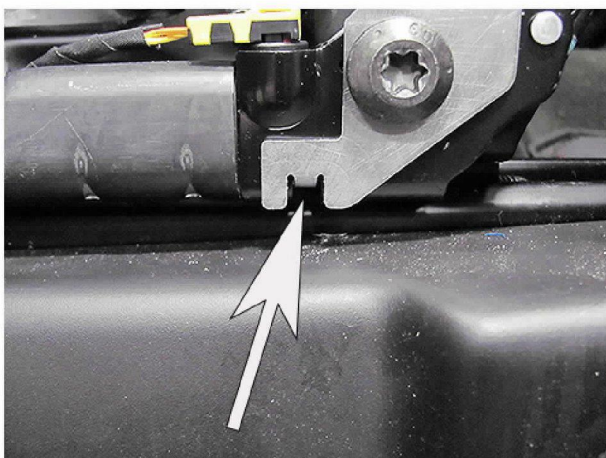
- If **any damage** is found, replace the driver side front seat belt anchor plate tensioner and the front seat cushion outer finish cover.
- If no damage is found, inform the customer that the special coverage condition is not present on their vehicle at this time.

# Special Coverage Adjustment

## 18127 Driver's Front Seat Belt Anchor Pretensioner



### Replacement Procedure



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

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

### **Courtesy Transportation – For USA & Canada**

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

### **Customer Notification**

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

### **Customer Reimbursement**

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by July 31, 2019. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

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



**We Support  
Voluntary Technician  
Certification**

# Special Coverage Adjustment

## 18127 Driver's Front Seat Belt Anchor Pretensioner



July 2018

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

Dear General Motors Customer:

As the owner of a 2015-2017 model year Chevrolet Silverado or GMC Sierra, your satisfaction with our product is very important to us.

This letter is intended to make you aware that in certain 2015-2017 model year Chevrolet Silverado LD and GMC Sierra LD, and a limited number of 2016 model year Chevrolet Silverado HD and GMC Sierra HD vehicles, if a driver repeatedly sits on the seat belt cable cover located at the base of the driver's seat when entering the vehicle, it may cause the seat belt pretensioner to bend sharply over the seat side shield. If this continues to occur over an extended period of time, which is very rare, the seat belt pretensioner cable may fatigue and eventually separate, which could reduce the effectiveness of the vehicle's seat belts. Before any damage occurs to the pretensioner cable itself, signs of wear will be visible on the pretensioner cable cover where it has been repeatedly bent over the seat side shield.

**What We Have Done:** General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2015-2017 model year Chevrolet Silverado LD or GMC Sierra LD, or 2016 model year Chevrolet Silverado HD or GMC Sierra HD within 10 years of the date your vehicle was originally placed in service or 150,000 miles (240,000 km), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

**What You Should Do:** Please perform the inspection procedure enclosed with this letter, and follow the instructions provided. If you are not comfortable performing this inspection, please take your vehicle to a General Motors dealer and they will perform this inspection free of charge. If you've performed the inspection and believe your vehicle has the condition described above, please take your vehicle to your GM dealer for repair. For the repair to qualify for this special coverage, it must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

**Reimbursement:** If you have already paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by July 31, 2019, unless state law specifies a longer reimbursement period.

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

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

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-889-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

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

Neelie O'Connor  
Executive Director  
North America Contact Center Operations

Enclosures  
18127

# Special Coverage Adjustment

## 18127 Driver's Front Seat Belt Anchor Pretensioner



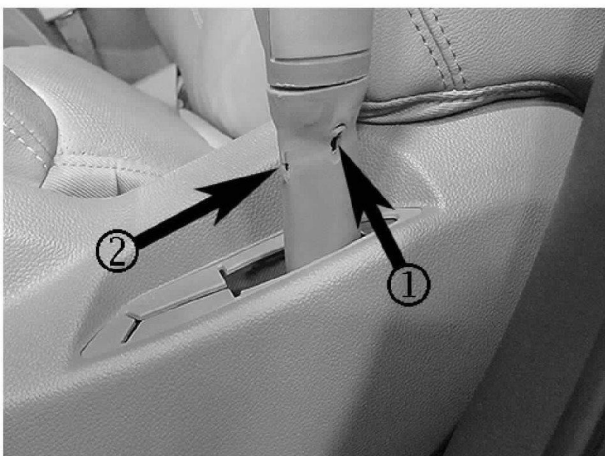
### Customer Inspection Procedure

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

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



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



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

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



# Recall Bulletin

## PRODUCT SAFETY RECALL

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

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

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

Vehicles involved in this recall were placed on stop delivery April 11, 2016. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

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

### CONDITION

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

### CORRECTION

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

### VEHICLES INVOLVED

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

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

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

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

## PART INFORMATION

### Parts Pre-Ship Information – For USA and Canada

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

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

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

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

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

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

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

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

**SERVICE PROCEDURE**

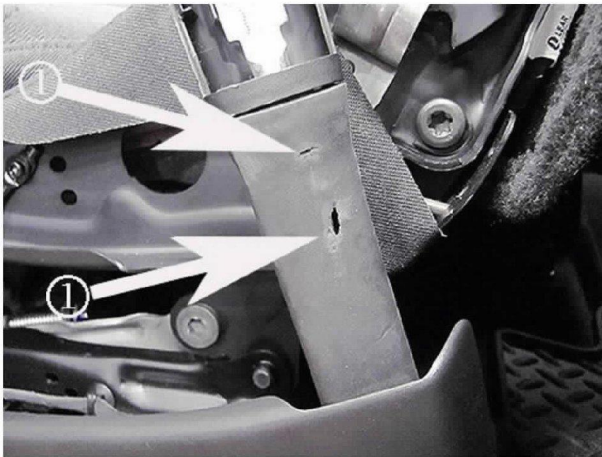
Use the following steps to install a driver's side front seat belt tensioner bracket, revise the seat trim, and inspect the flexible steel cable and cover that connects the driver's side seat belt to the outboard side of the seat.

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



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



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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 while performing the bracket installation.
- If no damage is found, install the seat tensioner bracket using the existing tensioner.

### **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.

1. Remove the driver seat belt anchor plate tensioner cover. Refer to *Front Seat Belt Anchor Plate Tensioner Cover Replacement* in SI.



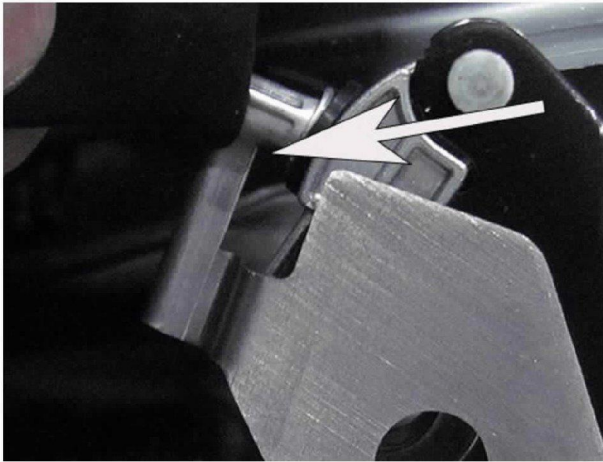
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2. Remove the anchor plate tensioner mounting bolt. The retaining washer can be discarded, it does not need to be reinstalled. Refer to *Front Seat Belt Anchor Plate Tensioner Replacement* in SI.



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3. Install the service bracket as shown.



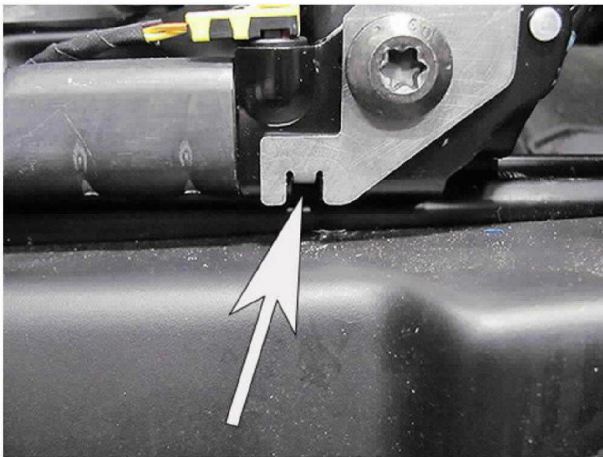
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4. Ensure the tensioner cable is positioned on the outside of the tab on the bracket.



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



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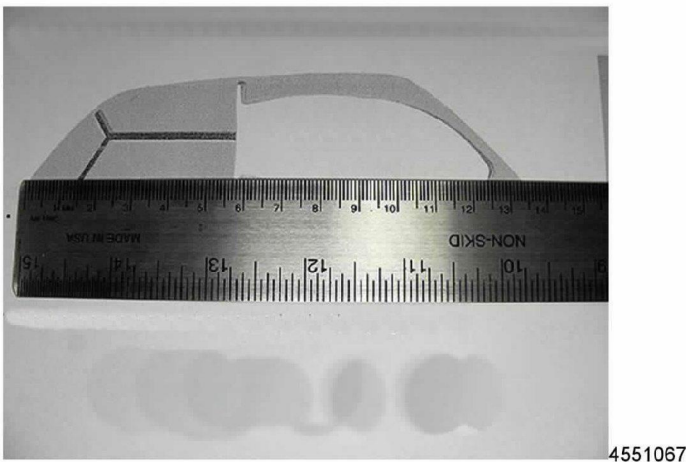
6. Start the bolt and ensure the lower tab on the bracket is correctly positioned in the notch on the tensioner.



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 45 Nm (33 lb ft).**

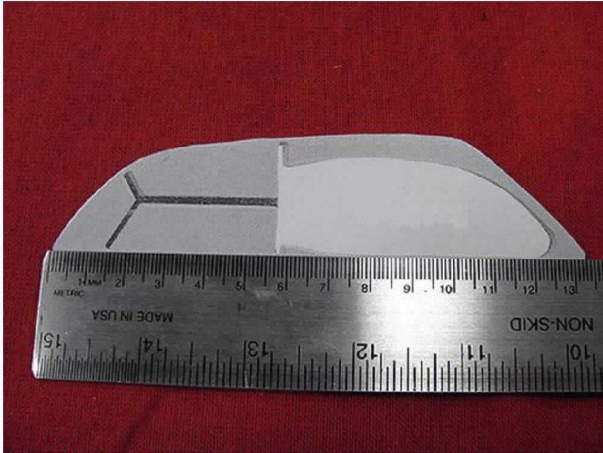


9. Use the following steps to modify the front seat cushion outer finish cover.
  - a) Print the template below (bottom of the procedure) using a landscape format, ensure the print size is set at 100%.



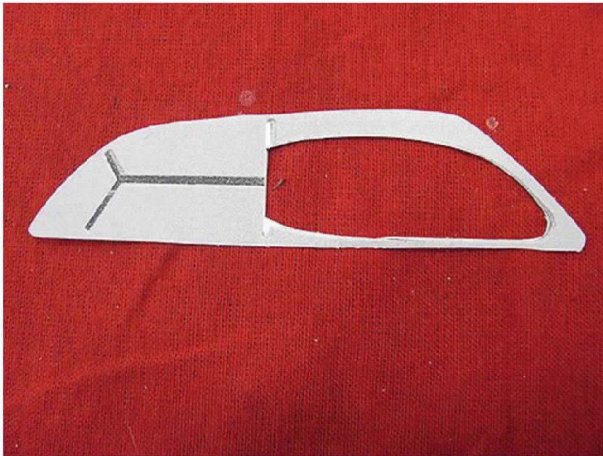
- b) Measure the template as shown and ensure the measurement is 134 mm in length. If it is not 134 mm in length, increase or decrease the printer size until the length is correct.

TIP: Print the template on a Mylar sheet and create a permanent template for future use.



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- c) Cut the template out of the sheet. Verify the size.



4551071

- d) Cut the center out of the template.



4551075

- e) Position the template on the front seat cushion outer finish cover rubber grommet.