

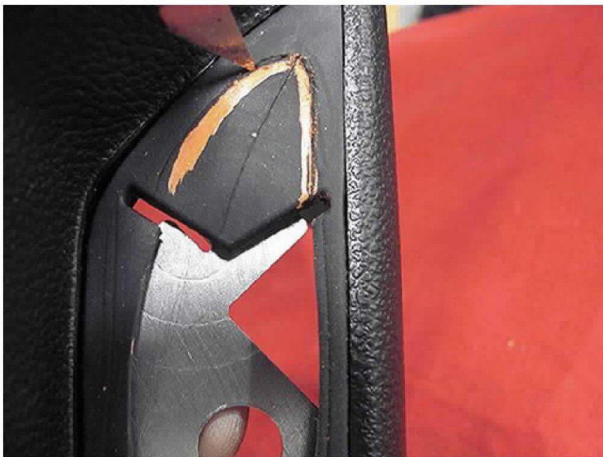


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- f) Using a paint pen, mark the area of the rubber grommet to be removed.

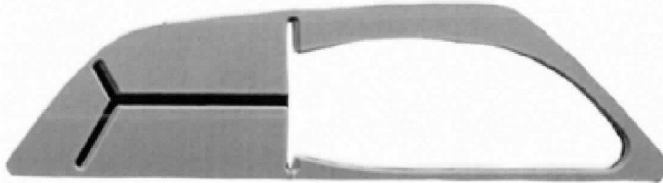


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- g) Using a razor knife, cut the marked area of the grommet. A solid backing plate will help in creating an even cut. Use care to make a clean looking cut.
10. Complete the installation of the seat belt anchor plate tensioner cover, seat cushion outer finish cover and anchor plate to seat belt bolt assembly. Refer to *Front Seat Belt Anchor Plate Tensioner Replacement* in SI.

TEMPLATE**Print with Printer on Landscape Setting**

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FLOOR PLAN REIMBURSEMENT

Dealers in possession of new vehicles included in the Stop Delivery are eligible for reimbursement of floor plan expense upon completion of this recall. This reimbursement is limited to the number of days from the Stop Delivery message to receipt of the recall parts and/or repair procedures. Floor plan reimbursement beyond these dates is not allowed. The amount of reimbursement should be charged as a net amount expense using the recall labor operation provided.

COURTESY TRANSPORTATION – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

WARRANTY TRANSACTION INFORMATION

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

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

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

* Includes deployment of pyrotechnic device.

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

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

CUSTOMER NOTIFICATION – For US and Canada

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

CUSTOMER NOTIFICATION – For Export

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

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

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

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

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

DEALER RECALL RESPONSIBILITY – All

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

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

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

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

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

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



We Support
Voluntary Technician
Certification



IMPORTANT SAFETY RECALL

July 2016

This notice applies to your vehicle, VIN: _____

Dear General Motors Customer:

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

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

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

Why is your vehicle being recalled?

The flexible steel cable that connects the driver’s seat belt to the outboard side of the seat (the “tensioner cable”) can fatigue and separate over time as a result of occupant movement into the driver’s seat. In a crash, a fatigued tensioner cable could break, reducing the effectiveness of the vehicle’s seat belts increasing the risk of injury to the driver.

What will we do?

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

What should you do?

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

Do you have questions?

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

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

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

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

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

Jeffrey M. Boyer
Vice President
Global Vehicle Safety

GM Recall 15822



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

An interim inspection procedure is now available for used vehicles and customer vehicles. The interim inspection procedure involves an inspection, and if evidence of fatigue, fraying, separation or any other problem exists, a driver seat belt tensioner kit must be installed. This is a temporary repair and these vehicles will require an additional repair when parts for the final remedy are available. This interim inspection procedure should not be used on new, unused and unsold vehicles in dealer inventory with 50 miles (80 km) or more on the odometer or GM Certified Used vehicles in dealer’s possession. Please discard all copies of bulletin 15822.

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

All new and GM Certified Used vehicles in dealer’s possession and subject to this recall must be held until a final remedy is available and completed before customers take possession of the vehicles.

GM is not prohibiting dealers, however, from delivering other used vehicles impacted by this recall to customers, so long as (i) the dealer inspects the flexible steel cable that connects the driver’s seat belt to the outboard side of the seat and confirms that there is no evidence of fatigue, fraying, separation or any other problem (if dealer has any doubt about the condition of the vehicle, dealer should perform a temporary repair by installing the driver seat belt tensioner kit), (ii) prior to delivery, the condition described in this bulletin is disclosed to the customer in writing on the inspection repair order signed by the customer and retained in the dealer file for the transaction, and dealer sets a date for a specific customer follow-up on the recall remedy status, (iii) if necessary, dealer schedules subsequent follow-up contacts with the customer regarding the status of a remedy, and (iv) dealer contacts the customer to schedule an appointment to complete the recall remedy promptly when sufficient parts and a remedy are made available to dealer. After inspection as described in (i) above (and with periodic follow up inspections), dealers may also use vehicles impacted by this recall in courtesy transportation fleets or as dealer shuttles. Dealers remain responsible for compliance with any applicable laws and regulations relating to the sale or delivery of used vehicles. Also, the open recall on the used vehicle will not be closed until the final remedy is available and completed.

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

This recall has two different final remedies; one, which is published in this bulletin, for new, unused, and unsold vehicles in dealer inventory with less than 50 miles (80 km) on the odometer, and another, to be published later, for unsold new vehicles with greater than 50 miles (80 km) on the odometer, used vehicles, and customer vehicles.

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: This recall has two different final remedies; one, which is published in this bulletin, for new, unused, and unsold vehicles in dealer inventory with less than 50 miles (80 km) on the odometer, and another, to be published later, for unsold new vehicles with greater than 50 miles (80 km) on the odometer, used vehicles, and customer vehicles.

An initial supply of parts were pre-shipped to involved dealers of record on April 25, 2016 for involved new, unused, and unsold vehicles in dealer inventory which have never been put into service and have less than 50 miles (80 km) on the odometer. The remedy for these vehicles brings them into the same state as currently produced new vehicles. All other involved vehicles are excluded from this remedy.

An interim inspection procedure is now available for used vehicles and customer vehicles. The interim inspection procedure involves an inspection, and if evidence of fatigue, fraying, separation or any other problem exists, a driver seat belt tensioner kit must be installed. This is a temporary repair and these vehicles will require an additional repair when parts for the final remedy are available. This interim inspection procedure should not be used on new, unused and unsold vehicles in dealer inventory with 50 miles (80 km) or more on the odometer or GM Certified Used vehicles in dealer's possession.

Part availability, a final remedy and timing for (i) the new, unused and unsold vehicles in dealer inventory with 50 miles (80 km) or more on the odometer, (ii) GM Certified Used vehicles in dealer's possession and (iii) other used or customer vehicles, will be announced at a future date.

International orders for vehicles requiring the first remedy will be reviewed on a case-by-case basis.

Note: Due to flight restrictions for the transport of hazardous material shipments, replacement retractors cannot be air freighted for overnight delivery. Orders will arrive via FedEx Ground or with the normal PDC delivery. Pre-shipped parts will be charged to dealer's open parts account.

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
19330320	Belt Kit – Driver Seat*	1
19330321	Belt Kit – Driver Seat*	1
19330322	Belt Kit – Driver Seat*	1
19330323	Belt Kit – Driver Seat*	1
19330297	Belt Kit – Driver Seat*	1
19330298	Belt Kit – Driver Seat*	1
19330299	Belt Kit – Driver Seat*	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)

* For new, unused, and unsold vehicles in dealer inventory with less than 50 miles (80 km) on the odometer.

** For temporary repair of used inventory and customer vehicles only. This does not include GM Certified Used vehicles.

SERVICE PROCEDURE

Note:

- New, unused, and unsold vehicles in dealer inventory with less than 50 miles (80 km) on the odometer – permanent repair is available (install driver seat belt kit).
- Vehicles in used inventory and customer vehicles – an interim inspection procedure is available (inspect, and if necessary, install driver seat belt tensioner kit). **This repair will not close this recall. These vehicles will require the permanent repair when it becomes available.**
- New, unused, and unsold vehicles in dealer inventory with 50 miles (80 km) or more on the odometer – a repair is not yet available. **Do not use the interim inspection procedure on these vehicles.**
- GM Certified Used vehicles – a repair is not yet available. **Do not use the interim inspection procedure on these vehicles.**

Permanent Remedy For Inventory Vehicles with Less than 50 miles (80 km) on the Odometer

Replace the driver side seat belt retractor pretensioner assembly. Refer to *Seat Belt Retractor Pretensioner Replacement – Front* in SI.

Interim Inspection Procedure For Used Vehicles and Customer Vehicles Only

Use the following steps to inspect the flexible steel cable cover that connects the driver's seat belt to the outboard side of the seat and confirm that there is no evidence of fatigue, fraying, separation or any other problem. If a problem is found, replace the driver seat tensioner.

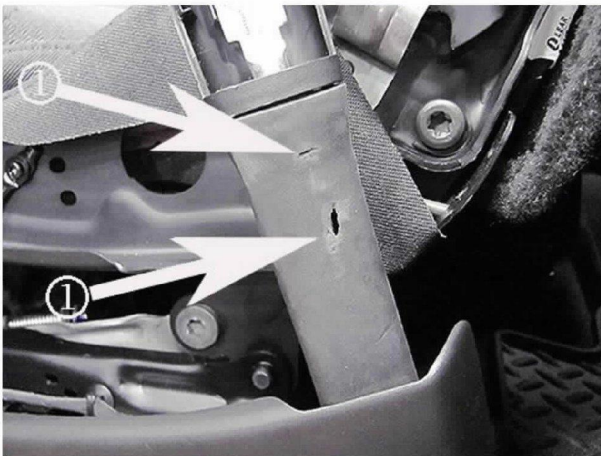
1. Move the driver seat to the full forward and full down position.



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2. Inspect the tensioner cable cover for damage over its entire length.

Note: The following photos were taken with the seat trim removed to better show the condition. It is not necessary to remove the seat trim for the inspection.



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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 kit. Refer to *Front Seat Belt Anchor Plate Tensioner Replacement* in SI.
- If no damage is found, no further repair is required until a final remedy is available.

3. Follow the steps described in bold on Page One for vehicles in used vehicle inventory.

FLOOR PLAN REIMBURSEMENT

Dealers in possession of new vehicles included in the Stop Delivery are eligible for reimbursement of floor plan expense upon completion of this recall. This reimbursement is limited to the number of days from the Stop Delivery message to receipt of the recall parts and/or repair procedures. Floor plan reimbursement beyond these dates is not allowed. The amount of reimbursement should be charged as a net amount expense using the recall labor operation provided.

COURTESY TRANSPORTATION – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

WARRANTY TRANSACTION INFORMATION

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

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

Labor Code	Description	Labor Time	Net Item
9102148	Driver Seat Retractor Side Belt Replacement	0.7	N/A
9102286	Inspect the Driver Side Front Seat Belt Anchor Plate Tensioner (This inspection will not close this recall)	0.2	N/A
	ADD: Replace the Front Seat Belt Anchor Plate Tensioner* (This repair will not close this recall)	0.4	
9102186	Floor Plan Reimbursement	N/A	**

* Includes deployment of pyrotechnic device.

** The amount identified in "Net Item" should represent the product of the vehicle's average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (April 11, 2016) to the date the repair is completed and the vehicle is ready for sale (not to exceed 17 days):

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

CUSTOMER NOTIFICATION – For US and Canada

General Motors will notify customers of this recall on their vehicle.

CUSTOMER NOTIFICATION – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act.

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

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

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

made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

DEALER RECALL RESPONSIBILITY – All

All new and GM Certified Used vehicles in dealer's possession and subject to this recall must be held until a final remedy is available and completed before customers take possession of the vehicles.

GM is not prohibiting dealers, however, from delivering other used vehicles impacted by this recall to customers, so long as (i) the dealer inspects the flexible steel cable that connects the driver's seat belt to the outboard side of the seat and confirms that there is no evidence of fatigue, fraying, separation or any other problem (if dealer has any doubt about the condition of the vehicle, dealer should perform a temporary repair by installing a driver seat belt tensioner kit), (ii) prior to delivery, the condition described in this bulletin is disclosed to the customer in writing on the inspection repair order signed by the customer and retained in the dealer file for the transaction, and dealer sets a date for a specific customer follow-up on the recall remedy status, (iii) if necessary, dealer schedules subsequent follow-up contacts with the customer regarding the status of a remedy, and (iv) dealer contacts the customer to schedule an appointment to complete the recall remedy promptly when sufficient parts and a remedy are made available to dealer. After inspection as described in (i) above (and with periodic follow up inspections), dealers may also use vehicles impacted by this recall in courtesy transportation fleets or as dealer shuttles. Dealers remain responsible for compliance with any applicable laws and regulations relating to the sale or delivery of used vehicles. Also, the open recall on the used vehicle will not be closed until the final remedy is available and completed.

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 final remedy when it is made available. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system for the final remedy when published, 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 recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction or interim inspection procedure is performed consistent with the guidance in this bulletin.

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



We Support
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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

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 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

For new, unused, and unsold vehicles still in the dealership with less than 50 miles (80 km) on the odometer, dealers are to replace the driver-side seat belt retractor.

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: This recall has two different remedies; one for new, unused, and unsold vehicles in dealer inventory with less than 50 miles (80 km) on the odometer, and another remedy for unsold new vehicles with 50 miles (80 km) or more on the odometer, used vehicles, and customer vehicles. Currently, parts are only available in limited supply to remedy new, unused, and unsold inventory vehicles with less than 50 miles (80 km) on the odometer.

An initial supply of parts were pre-shipped to involved dealers of record on April 25, 2016, for involved **new, unused, and unsold vehicles in dealer inventory which have never been put into service and have less than 50 miles (80 km) on the odometer.** The remedy for these vehicles brings them into the same state as currently produced new vehicles. The amended VIN list of 1,084 attached to the dealer message are the only vehicles identified which fit this remedy criteria. All other involved VINs are excluded from this remedy.

Part availability and timing to remedy the used vehicles and new vehicles with 50 miles (80 km) or more on the odometer will be announced at a future date. These vehicles require a different remedy than the vehicles announced on this release of the bulletin. **Again, VIN's for these vehicles are not included in this bulletin.**

International orders for vehicles requiring the first remedy will be reviewed on a case-by-case basis.

Note: Due to flight restrictions for the transport of hazardous material shipments, replacement retractors cannot be air freighted for overnight delivery. Orders will arrive via FedEx Ground or with the normal PDC delivery. Pre-shipped parts will be charged to dealer's open parts account.

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
19330320	Belt Kit – Driver Seat	1
19330321	Belt Kit – Driver Seat	1
19330322	Belt Kit – Driver Seat	1
19330323	Belt Kit – Driver Seat	1
19330297	Belt Kit – Driver Seat	1
19330298	Belt Kit – Driver Seat	1
19330299	Belt Kit – Driver Seat	1

SERVICE PROCEDURE

Note: This recall has two different remedies; one for new, unused, and unsold vehicles in dealer inventory with less than 50 miles (80 km) on the odometer, and another remedy for unsold new vehicles with 50 miles (80 km) or more on the odometer, used vehicles, and customer vehicles. The first remedy is replacing the retractor assembly with a revised design that will position the buckle out of harm's way. The second remedy for customer vehicles already in service will involve installing a bracket that repositions the tensioner cable, and if necessary replace the pretensioner. The parts for the second remedy are not currently available. When they are, the bulletin will be revised. Currently, parts are only available in limited supply to remedy new inventory vehicles with less than 50 miles (80 km) on the odometer.

Inventory Vehicles with Less than 50 miles (80 km) on the Odometer

1. Replace the driver side seat belt retractor pretensioner assembly. Refer to *Seat Belt Retractor Pretensioner Replacement – Front* in SI.

FLOOR PLAN REIMBURSEMENT

Dealers in possession of vehicles included in the Stop Delivery are eligible for reimbursement of floor plan expense upon completion of this recall. This reimbursement is limited to the number of days from the Stop Delivery message to receipt of the recall parts and/or repair procedures. Floor plan reimbursement beyond these dates is not allowed. The amount of reimbursement should be charged as a net amount expense using the recall labour operation provided.

COURTESY TRANSPORTATION – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

WARRANTY TRANSACTION INFORMATION

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

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

Labour Code	Description	Labour Time	Net Item
9102148	Driver Seat Retractor Side Belt Replacement	0.7	N/A
9102186	Floor Plan Reimbursement	N/A	*

* The amount identified in "Net Item" should represent the product of the vehicle's average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (April 11, 2016) to the date the repair is completed and the vehicle is ready for sale (not to exceed 17 days):

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

CUSTOMER NOTIFICATION – For US and Canada

General Motors will notify customers of this recall on their vehicle.

CUSTOMER NOTIFICATION – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act.

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

It is a violation of Federal law for a dealer to deliver a new motor vehicle 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 RECALL RESPONSIBILITY – All

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

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

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

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. 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.

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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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

This bulletin has been revised to provide an amended service procedure. Specifically, dealers will no longer be required to remove, modify and reinstall the seat side shield. Effective immediately, dealers are to remove and replace the seat side shield. The Correction, Part Information, Service Procedure, and Warranty Transaction Information sections have been revised accordingly. All vehicles previously repaired with a modified seat side shield do not require any additional repairs and the recall is considered closed. Please discard all copies of bulletin 15822B.

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 install a pusher bracket on the tensioner, replace the seat side shield, 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 required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCCA). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

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. Dealers are encouraged not to order recall parts for use as shelf stock.

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

IMPORTANT NOTE: The Driver's Seat Belt Tensioner Kit is considered as hazardous goods, consequently, 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 DRO = Daily Replenishment or 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
84147962	Pnl-Side Shield*	1
84147953	Pnl-Side Shield*	1
84147952	Pnl-Side Shield*	1
84147954	Pnl-Side Shield*	1
84147959	Pnl-Side Shield*	1
84147958	Pnl-Side Shield*	1
84147957	Pnl-Side Shield*	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)

* Seat side shields have been added and are in limited supply. Dealers are encouraged not to order for use as shelf stock. Please refer to your “involved vehicles listing” before ordering parts.

SERVICE PROCEDURE

Important: All vehicles previously repaired with a modified seat side shield do not require any additional repairs and the recall is considered closed.

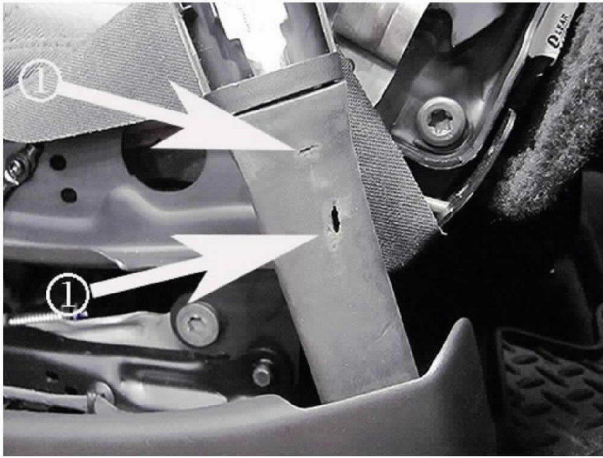
Use the following steps to install a driver’s side front seat belt tensioner bracket, install a new revised seat side shield and inspect the flexible steel cable and cover that connects the driver’s side seat belt to the outboard side of the seat.

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.



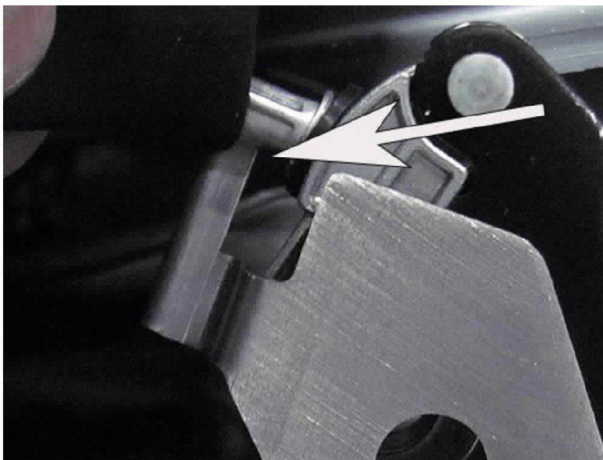
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2. Remove the anchor plate tensioner mounting bolt. The retaining washer can be discarded, it does not need to be reinstalled. Refer to *Front Seat Belt Anchor Plate Tensioner Replacement* in SI.



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3. Install the service bracket as shown.



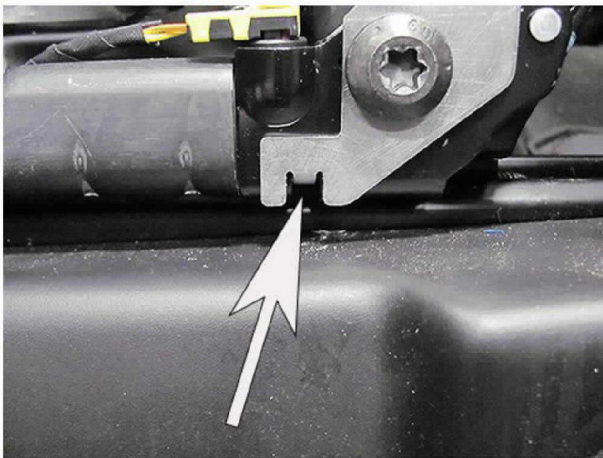
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4. Ensure the tensioner cable is positioned on the outside of the tab on the bracket.



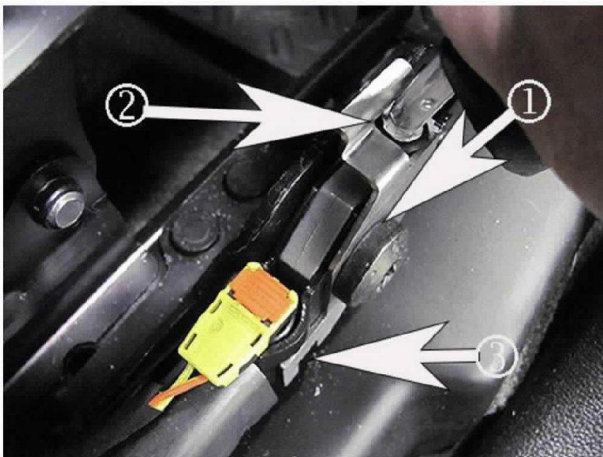
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5. Assemble the tensioner assembly, service bracket and bolt.



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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.



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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).**



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9. Transfer the seat switch and hardware onto the new seat side shield panel. Refer to *Front Seat Cushion Outer Finish Cover Replacement* in SI.
10. Complete the installation of the seat belt anchor plate tensioner cover, seat cushion outer finish cover and anchor plate to seat belt bolt assembly. Refer to *Front Seat Belt Anchor Plate Tensioner Replacement* in SI.

FLOOR PLAN REIMBURSEMENT

Dealers in possession of new vehicles included in the Stop Delivery are eligible for reimbursement of floor plan expense upon completion of this recall. This reimbursement is limited to the number of days from the Stop Delivery message to receipt of the recall parts and/or repair procedures. Floor plan reimbursement beyond these dates is not allowed. The amount of reimbursement should be charged as a net amount expense using the recall labor operation provided.

COURTESY TRANSPORTATION – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

WARRANTY TRANSACTION INFORMATION

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

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

Labor Code	Description	Labor Time	Net Item
9102843	Install Driver Side Front Seat Belt Anchor Plate Tensioner Bracket, Includes Seat Trim Replacement ADD: Replace the Front Seat Belt Anchor Plate Tensioner*	0.4 0.4	N/A
9102186	Floor Plan Reimbursement	N/A	**

* Includes deployment of pyrotechnic device.

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

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

CUSTOMER NOTIFICATION – For US and Canada

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

CUSTOMER NOTIFICATION – For Export

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

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

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

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

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

DEALER RECALL RESPONSIBILITY – All

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

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

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

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

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

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



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IMPORTANT SAFETY RECALL

July 2016

This notice applies to your vehicle, VIN: _____

Dear General Motors Customer:

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

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

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

Why is your vehicle being recalled?

The flexible steel cable that connects the driver’s seat belt to the outboard side of the seat (the “tensioner cable”) can fatigue and separate over time as a result of occupant movement into the driver’s seat. In a crash, a fatigued tensioner cable could break, reducing the effectiveness of the vehicle’s seat belts increasing the risk of injury to the driver.

What will we do?

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

What should you do?

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

Do you have questions?

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

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

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

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

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

Jeffrey M. Boyer
Vice President
Global Vehicle Safety

GM Recall 15822

Special Coverage Adjustment

N192289390 Seat Belt Anchor Pretensioner Cable



Release Date: June 2020

Revision: 00

Attention: The VINs under prior Special Coverage 18127 and 18128 have been moved to this Special Coverage to allow for the extension of coverage to a period of 12 years or 180,000 miles (290,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.

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

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

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

Condition	If a driver repeatedly sits on the seat belt cable cover located at the base of the driver's seat when entering the vehicle, it may cause the seat belt pretensioner to bend sharply over the seat side shield. If this continues to occur over an extended period of time, which is very rare, the seat belt pretensioner cable may fatigue and eventually separate, which could reduce the effectiveness of the vehicle's seat belts. Before any damage occurs to the pretensioner cable itself, signs of wear will be visible on the pretensioner cable cover where it has been repeatedly bent over the seat side shield. The condition described may exist in the following models and model years: 2014-2016 Chevrolet Silverado LD and GMC Sierra LD trucks, limited 2017 Chevrolet Silverado LD and GMC Sierra LD trucks, and limited 2016 Chevrolet Silverado HD and GMC Sierra HD trucks.
Special Coverage Adjustment	<p>This special coverage covers the condition described above for a period of 12 years or 180,000 miles (290,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.</p> <p>For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after June 2, 2020, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to June 2, 2020, must be submitted to the Service Contract provider.</p> <p>Vehicle owners or lessees who paid for repairs referenced in this Special Coverage ("Customers") are eligible for reimbursement of their reasonable and customary expenses in accordance with the procedures specified below. The conditional right to reimbursement is provided by GM solely in the interest of customer satisfaction and is personal to Customers. <i>Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.</i></p>
Correction	Dealers are to replace the pretensioner and side shield for all customers that experience a broken pretensioner cable or come to a dealership with excessive wear on the cable sleeve. The repairs will be made at no charge to the customer.

Parts

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

Special Coverage Adjustment

N192289390 Seat Belt Anchor Pretensioner Cable



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

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which part to order as they are color parts. These parts should not be ordered as shelf stock.

Warranty Information

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

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

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

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

Service Procedure

Inspection Procedure

Use the following steps to verify the customer concern.

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

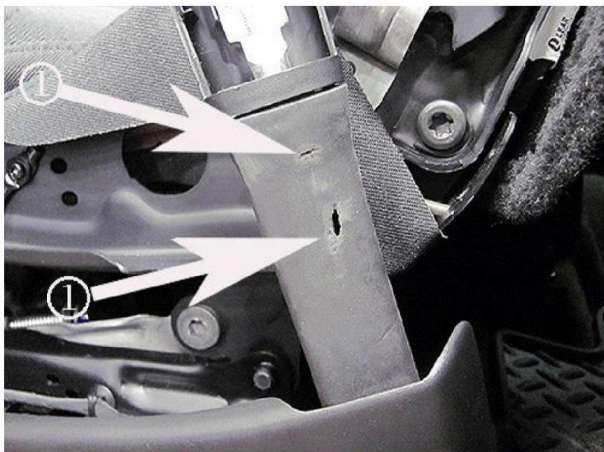


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2. Inspect the seat belt tensioner cable cover for damage. Inspect the complete cable cover from the base of the cable to the buckle.

Special Coverage Adjustment

N192289390 Seat Belt Anchor Pretensioner Cable



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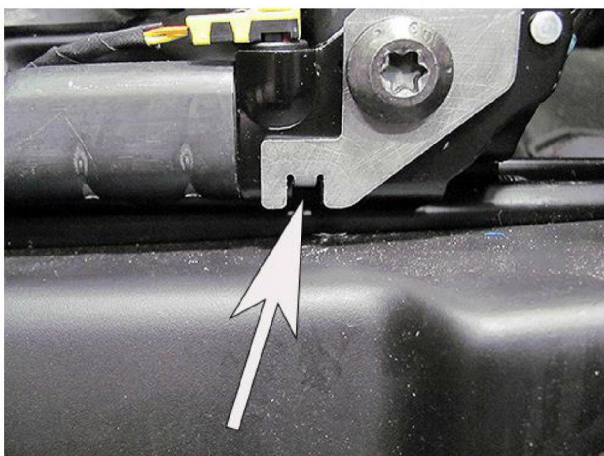


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This damage will be in the form of holes (1) or splitting (2).

- 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.

Replacement Procedure



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Special Coverage Adjustment

N192289390 Seat Belt Anchor Pretensioner Cable



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

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

Courtesy Transportation – For USA & Canada

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

Customer Notification

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

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by June 30, 2021. See General Motors Service Policies and Procedures Manual, Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

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



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Special Coverage Adjustment

N192289390 Seat Belt Anchor Pretensioner Cable



June 2020

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

Dear General Motors Customer:

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

This letter is intended to make you aware that in certain 2014-2017 model year Chevrolet Silverado and GMC Sierra vehicles, if a driver repeatedly sits on the seat belt cable cover located at the base of the driver's seat when entering the vehicle, it may cause the seat belt pretensioner to bend sharply over the seat side shield. If this continues to occur over an extended period of time, which is very rare, the seat belt pretensioner cable may fatigue and eventually separate, which could reduce the effectiveness of the vehicle's seat belts. Before any damage occurs to the pretensioner cable itself, signs of wear will be visible on the pretensioner cable cover where it has been repeatedly bent over the seat side shield.

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

What We Have Done: General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2014-2017 model year Chevrolet Silverado or GMC Sierra within 12 years of the date your vehicle was originally placed in service or 180,000 miles (290,000 km), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

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

Reimbursement: If you have already paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by June 30, 2021, unless state law specifies a longer reimbursement period.

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

Special Coverage Adjustment

N192289390 Seat Belt Anchor Pretensioner Cable



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

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

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

Neelie O'Connor
Global Executive Director
Customer Experience Operations

Enclosures
N192289390

Special Coverage Adjustment

N192289390 Seat Belt Anchor Pretensioner Cable



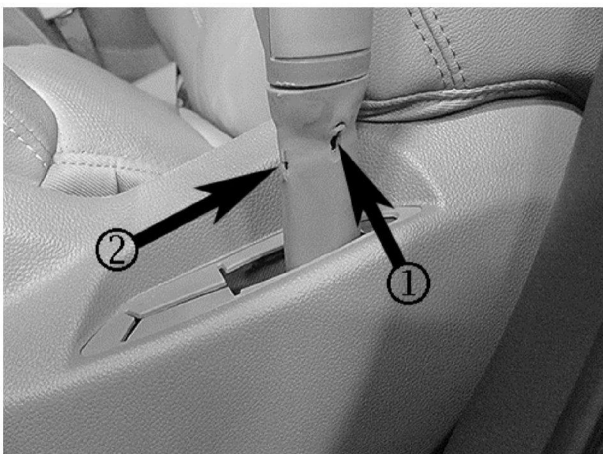
Customer Inspection Procedure

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

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



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

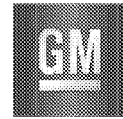


This damage will be in the form of holes (1) or splitting (2).

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

Special Coverage Adjustment

N192289390 Seat Belt Anchor Pretensioner Cable



Release Date: June 2020

Revision: 00

Attention: The VINs under prior Special Coverage 18127 and 18128 have been moved to this Special Coverage to allow for the extension of coverage to a period of 12 years or 180,000 miles (290,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.

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

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

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

Condition	<p>If a driver repeatedly sits on the seat belt cable cover located at the base of the driver's seat when entering the vehicle, it may cause the seat belt pretensioner to bend sharply over the seat side shield. If this continues to occur over an extended period of time, which is very rare, the seat belt pretensioner cable may fatigue and eventually separate, which could reduce the effectiveness of the vehicle's seat belts. Before any damage occurs to the pretensioner cable itself, signs of wear will be visible on the pretensioner cable cover where it has been repeatedly bent over the seat side shield. The condition described may exist in the following models and model years: 2014-2016 Chevrolet Silverado LD and GMC Sierra LD trucks, limited 2017 Chevrolet Silverado LD and GMC Sierra LD trucks, and limited 2016 Chevrolet Silverado HD and GMC Sierra HD trucks.</p>
Special Coverage Adjustment	<p>This special coverage covers the condition described above for a period of 12 years or 180,000 miles (290,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.</p> <p>For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after June 2, 2020, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to June 2, 2020, must be submitted to the Service Contract provider.</p> <p>Vehicle owners or lessees who paid for repairs referenced in this Special Coverage ("Customers") are eligible for reimbursement of their reasonable and customary expenses in accordance with the procedures specified below. The conditional right to reimbursement is provided by GM solely in the interest of customer satisfaction and is personal to Customers. <i>Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.</i></p>
Correction	<p>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.</p>

Parts

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

Special Coverage Adjustment

N192289390 Seat Belt Anchor Pretensioner Cable



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

IMPORTANT: Through 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.

Warranty Information

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

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

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

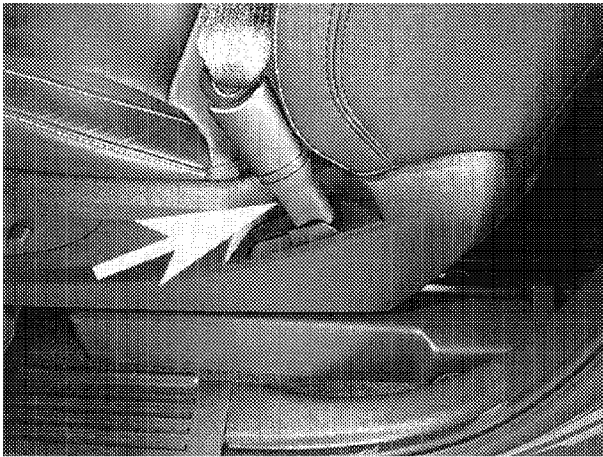
** Submit \$10.00 administrative allowance in Net/Admin Allowance.

Service Procedure

Inspection Procedure

Use the following steps to verify the customer concern.

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



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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.