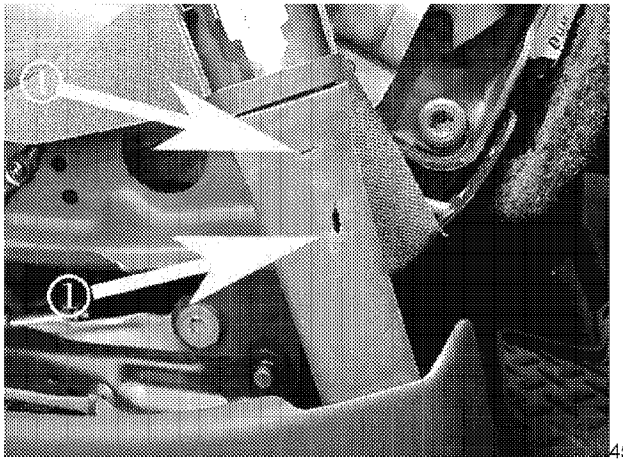
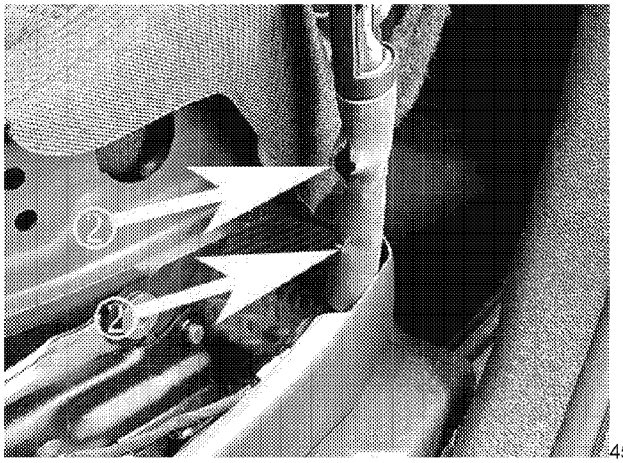


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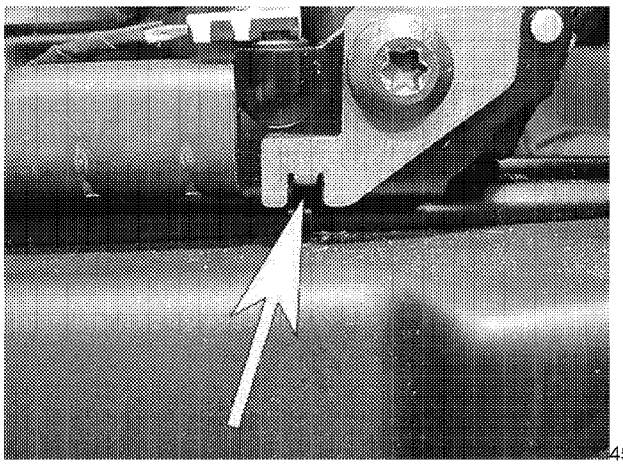


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This damage will be in the form of holes (1) or splitting (2).

- 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


4551063

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.

We Support Voluntary Technician Certification

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

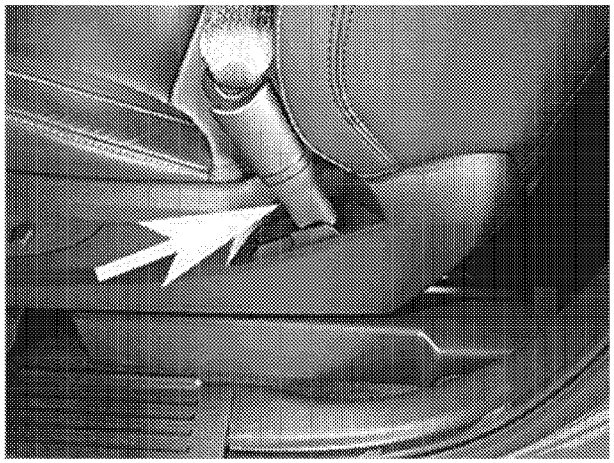
Enclosures
N192289390

Special Coverage Adjustment
N192289390 Seat Belt Anchor Pretensioner Cable

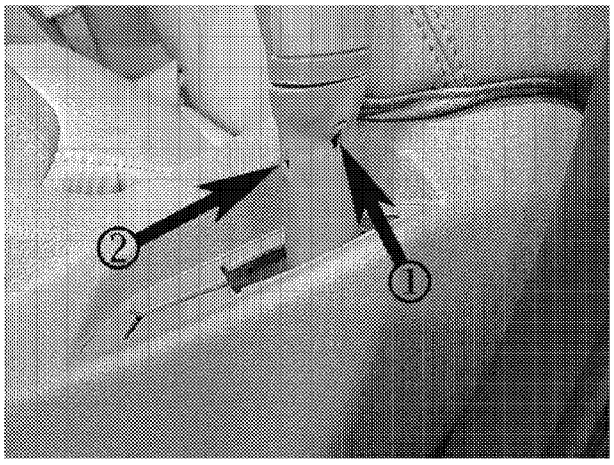
Customer Inspection Procedure

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.

Product Safety Recall
18156 Seat Belt Lap Anchor Tensioner Cable

Reference Number: N172131850 **Release Date:** June 2018
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. 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 From	Model Year To	RPO	Description
Chevrolet	Silverado	2015	2016	5W4, 9C1	Police Pursuit, Special Service
	Tahoe				

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

Condition	General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2015 – 2016 Chevrolet Silverado and Tahoe police and special-service vehicles. In rare circumstances based on usage, the flexible steel cable that connects the driver's seat belt to the outboard side of the seat (the "pretensioner cable") can fatigue and may separate over time as a result of occupant movement into the driver's seat. If a pretensioner cable were to break, it would reduce the effectiveness of the vehicle's seat belts and increase the risk of injury to the driver in a crash.
Correction	Dealers will replace the pretensioner cable and seat side-shield.

Parts

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

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 only the color you need from the list above.

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

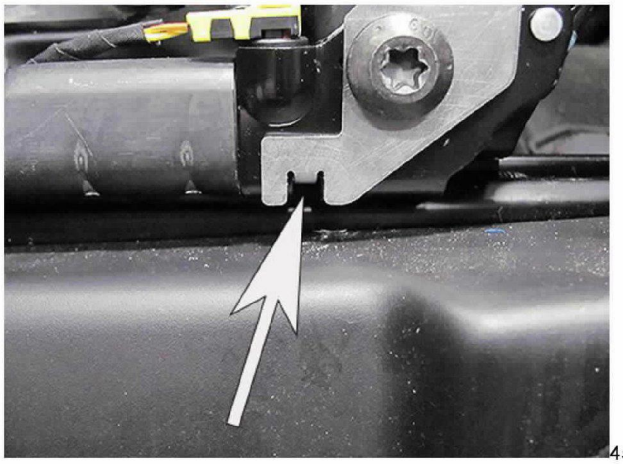
Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103817	Replace – Front Seat Belt Anchor Plate Tensioner and Cushion Outer Finish Cover (Includes Disposal of Pyrotechnic Device)	0.6	ZFAT	N/A
9103837	Customer Reimbursement Approved - For USA and Canada dealers only	N/A	ZFAT	*
9103838	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	**

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* For USA and Canada: 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.

Service Procedure


4551063

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.

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

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

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

Dealer Responsibility – All

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

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

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

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

required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

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

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

Courtesy Transportation – For USA & Canada

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

Customer Notification

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

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, 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

IMPORTANT SAFETY RECALL

June 2018

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 2015-2016 model year Chevrolet Silverado and Tahoe police and special service vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM safety recall 18156.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

In rare circumstances based on usage, the flexible steel cable that connects the driver's seat belt to the outboard side of the seat (the "pretensioner cable") can fatigue and may separate over time as a result of occupant movement into the driver's seat. If a pretensioner cable were to break, it would reduce the effectiveness of the vehicle's seat belts and increase the risk of injury to the driver in a crash.

What will we do?

Your GM dealer will replace the pretensioner cable and seat side-shield. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 41 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?

If you already had this condition repaired, you do not need to take your vehicle to your dealer for this recall. If you 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. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by June 30, 2019, unless state law specifies a longer reimbursement period.

Do you have questions?

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

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

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free

Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to http://www.safercar.gov. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 18V291.

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: 18156

Bulletin No.: 15822
Date: April 2016

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.

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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 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
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.

We Support Voluntary Technician Certification

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	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. 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. 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. *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.*
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

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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

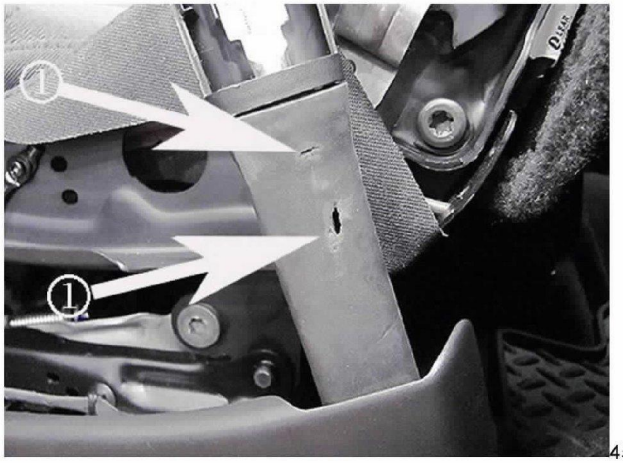
Inspection Procedure

Use the following steps to verify the customer concern.

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


4522278

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



4522272

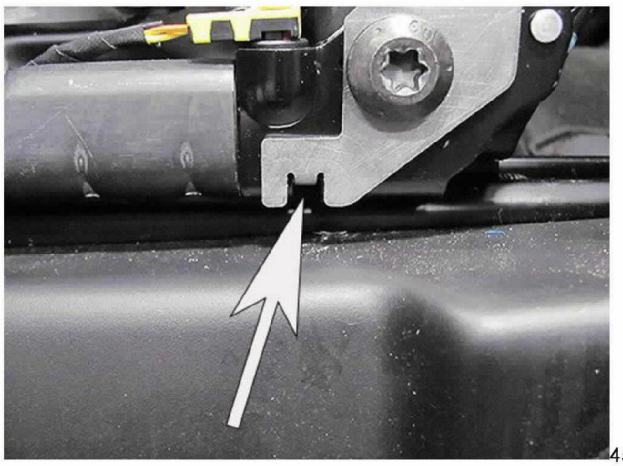


4522274

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


4551063

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.

We Support Voluntary Technician Certification

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.***

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

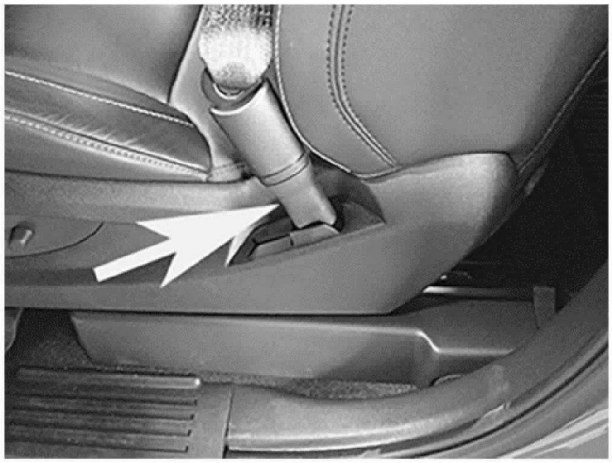
Enclosures
N192289390

Special Coverage Adjustment
N192289390 Seat Belt Anchor Pretensioner Cable

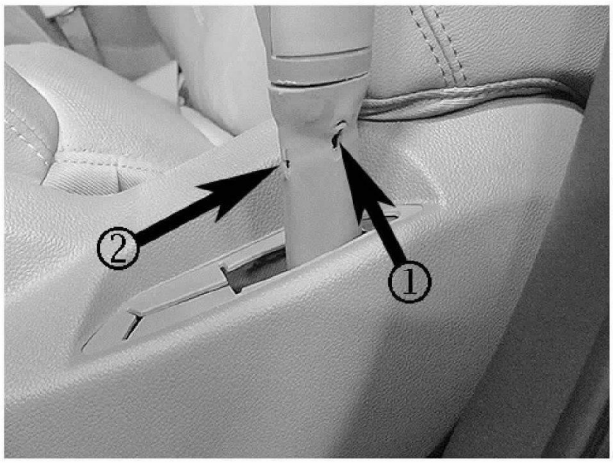
Customer Inspection Procedure

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.

Document Provided in Native Format

File Name: 233004 2014-16 9102148 N15822 RETR WARRANTY LAM.XLSX

Frequently Asked Questions (FAQs) for Safety Recall N212330040
Driver Seat Belt Cable May Separate

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 Silverado 1500, 2014-2015 model year GMC Sierra 1500, and 2015-2016 model year Chevrolet Tahoe

Q2) What is the issue or condition?
A2) As part of the remedy for a prior GM recall (NHTSA Recall No. 16V209 or 18V291), the flexible steel cable that connects the driver's seat belt to the outboard side of the seat (the "pretensioner cable") in these vehicles was modified or replaced. Certain of these vehicles may have received an incorrect replacement pretensioner cable assembly, either as part of the recall remedy or in a subsequent repair. In rare circumstances based on usage, the cables can fatigue and may separate over time as a result of occupant movement into the driver's seat.

Q3) What symptoms may be experienced? What warning signs may be associated with the issue or condition described?
A3) Wear on the cable sleeve will indicate a potentially fatigued pretensioner cable.

Q4) What is the remedy/repair?
A4) Dealers are to replace the driver seat belt lap pretensioner.

Q5) What is the safety risk? Is the vehicle safe to drive?
A5) If a pretensioner cable were to break, it would reduce the effectiveness of the vehicle's seat belts and increase the risk of injury to the driver in a crash.

Q6) Does the customer have to pay for this remedy/repair?
A6) No, this inspection/repair will be done at no cost to the customer.

Q7) Is the remedy/repair available now?
A7) No, when a remedy is available and/or sufficient quantity of parts are available, the recall bulletin will be released, and dealers can begin repairing vehicles.

Q8) What should customers do until recall repairs can be completed? Are there any special instructions?
A8) If special instructions are provided, they will be included in the notification letters to customers.

Q9) How can customers check to see if their vehicle is involved in this field action?
A9) Customers who own a vehicle involved in the field action will be notified by mail by General Motors, but they may also check their Vehicle Identification Number (VIN) for field actions in GM Owner Center at https://my.gm.com/recalls or via NHTSA's website at https://vinrcl.safercar.gov/vin/.

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
DCS5744
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 8, 2021

Subject: Upcoming Safety Recall N212330040
Driver Seat Belt Cable May Separate

Models: 2014-2016 Chevrolet Silverado 1500
2014-2015 GMC Sierra 1500
2015-2016 Chevrolet Tahoe

To: All General Motors Dealers

General Motors has notified the National Highway Traffic Safety Administration (NHTSA) about an upcoming safety recall that involves certain 2014-2016 model year Chevrolet Silverado 1500, 2014-2015 model year GMC Sierra 1500, and 2015-2016 model year Chevrolet Tahoe vehicles. The GM recall number is N212330040.

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 until the defect is remedied.

As part of the remedy for a prior GM recall (NHTSA Recall No. 16V209 or 18V291), the flexible steel cable that connects the driver's seat belt to the outboard side of the seat (the "pretensioner cable") in these vehicles was modified or replaced. Certain of these vehicles may have received an incorrect replacement pretensioner cable assembly, either as part of the recall remedy or in a subsequent repair. In rare circumstances based on usage, the cables can fatigue and may separate over time as a result of occupant movement into the driver's seat. If a pretensioner cable were to break, it would reduce the effectiveness of the vehicle's seat belts and increase the risk of injury to the driver in a crash.

Parts are not currently available, but when parts are available, dealers are to replace the driver seat belt lap pretensioner.

Until further instructions are received, involved vehicles that are in dealers' possession (new or used vehicle inventory, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc.) must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration purposes or any other dealer use. All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified.

The Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will be updated for this upcoming recall on April 8, 2021. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries.

Question and Answer Document (Q&A)
Attached to this message you will find a 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.

Dealers will be advised when the recall bulletin is released. Until the recall bulletin is released, the IVH screen in GWM will display "N/A" under Release Date and "Incomplete – Remedy not yet available" under Status. This means the required repair is not yet available and dealers should not attempt to perform any repairs.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS

Frequently Asked Questions (FAQs) for Safety Recall N212330040
Driver Seat Belt Cable May Separate

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 Silverado 1500, 2014-2015 model year GMC Sierra 1500, and 2015-2016 model year Chevrolet Tahoe

Q2) What is the issue or condition?
A2) As part of the remedy for a prior GM recall (NHTSA Recall No. 16V209 or 18V291 / GM Recall No. 15822 or 18156), the flexible steel cable that connects the driver's seat belt to the outboard side of the seat (the "pretensioner cable") in these vehicles was modified or replaced. Certain of these vehicles may have received an incorrect replacement pretensioner cable assembly, either as part of the recall remedy or in a subsequent repair. In rare circumstances based on usage, the cables can fatigue and may separate over time as a result of occupant movement into the driver's seat.

Q3) What symptoms may be experienced? What warning signs may be associated with the issue or condition described?
A3) Wear on the cable sleeve will indicate a potentially fatigued pretensioner cable.

Q4) What is the remedy/repair?
A4) Dealers are to replace the driver seat belt lap pretensioner.

Q5) What is the safety risk? Is the vehicle safe to drive?
A5) If a pretensioner cable were to break, it would reduce the effectiveness of the vehicle's seat belts and increase the risk of injury to the driver in a crash.

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, 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/.

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.

Product Safety Recall
N212330040 Driver Seat Belt Cable May Separate

Release Date: April 2021 **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 April 8, 2021. 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	Silverado 1500	2014	2016		
GMC	Sierra 1500	2014	2015		
Chevrolet	Tahoe	2015	2016		

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

Condition	General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2014 – 2016 model year Chevrolet Silverado 1500, 2014 – 2015 model year GMC Sierra 1500, and 2015 – 2016 model year Chevrolet Tahoe vehicles. As part of the remedy for a prior GM recall (NHTSA Recall No. 16V209 or 18V291 / GM Recall No. 15822 or 18156), the flexible steel cable that connects the driver's seat belt to the outboard side of the seat (the "pretensioner cable") in these vehicles was modified or replaced. Certain of these vehicles may have received an incorrect replacement pretensioner cable assembly, either as part of the recall remedy or in a subsequent repair. In rare circumstances based on usage, the cables can fatigue and may separate over time as a result of occupant movement into the driver's seat. If a pretensioner cable were to break, it would reduce the effectiveness of the vehicle's seat belts and increase the risk of injury to the driver in a crash.
Correction	Dealers will replace the driver seat belt lap pretensioner.

Parts

Quantity		Part No.
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
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 Ash Grey	84233196
1	Pnl-Side Shield - Power LH - Dune	84233200
1	Pnl-Side Shield - Power LH - Cocoa	84233199

NOTE: 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.

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). 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. A quantity limiter may be in effect.

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.

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Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105698	Replace Driver Side Front Seat Belt Anchor Plate Tensioner (Includes Disposal of Pyrotechnic Device) ADD: Replace Front Seat Cushion Outer Finish Cover	0.5 0.1	ZFAT	N/A
9105699	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	 N/A 0.2	ZFAT	*
9105700	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	**

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

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

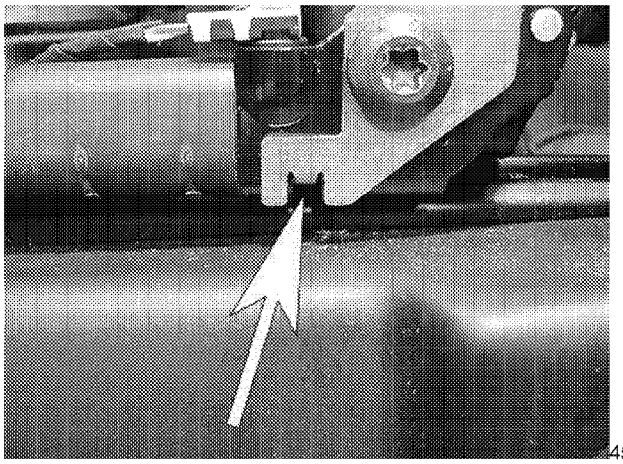
For Export: Submit the dollar amount reimbursed to the customer in Net/Reimbursement.

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

Service Procedure

Important: This service procedure has two versions, one for vehicles previously repaired under recall #15822 and a separate procedure for vehicles previously repaired under recalls #15822C and #18156. Check the "Transaction History" section in IVH to determine what procedure to use based on previous repairs. Note that repairs previously performed under #15822 will display as N150822 in the "Transaction History" section in IVH.

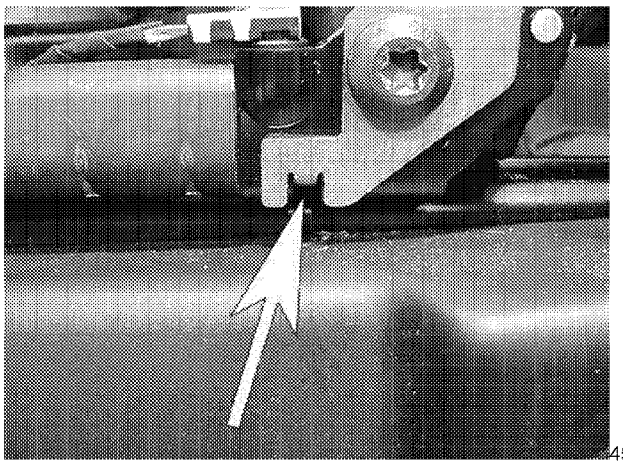
Procedure for Vehicles Repaired Under Recall # 15822C and #18156


4551063

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. Scrap the removed driver side front seat belt anchor plate tensioner. Refer to *Front Seat Belt Anchor Plate Tensioner Replacement* in SI.

Procedure for Vehicles Repaired Under Recall # 15822


4551063

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. Remove the driver side front seat belt anchor plate tensioner. Refer to *Front Seat Belt Anchor Plate Tensioner Replacement* in SI.
2. Transfer the seat switch (if equipped) and hardware onto the new seat side shield panel. Refer to *Front Seat Cushion Outer Finish Cover Replacement in SI.*
3. Complete the installation of the new seat belt anchor plate tensioner and new seat cushion outer finish cover. Refer to *Front Seat Belt Anchor Plate Tensioner Replacement* in SI.
4. Scrap the removed driver side front seat belt anchor plate tensioner. Refer to *Front Seat Belt Anchor Plate Tensioner Replacement* in SI.

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

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

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

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

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.

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in the bulletin can be submitted at anytime 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

May 2021

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

Dear General Motors Customer:

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

General Motors has decided that a defect, which relates to motor vehicle safety, exists in 2014-2016 model year Chevrolet Silverado 1500, 2014-2015 model year GMC Sierra 1500, and 2015-2016 model year Chevrolet Tahoe vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM safety recall N212330040.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

As part of the remedy for a prior GM recall (NHTSA Recall No. 16V209 or 18V291 / GM Recall No. 15822 or 18156), the flexible steel cable that connects the driver's seat belt to the outboard side of the seat (the "pretensioner cable") in these vehicles was modified or replaced. Certain of these vehicles may have received an incorrect replacement pretensioner cable assembly, either as part of the recall remedy or in a subsequent repair. The flexible steel cable connecting the driver's seat belt to the outboard side of the seat may be repeatedly bent over the seat side shield as the driver enters and exits the vehicle causing the cable to fatigue and separate. A broken pretensioner cable reduces the effectiveness of the driver's seat belt, increasing the risk of injury in a crash.

What will we do?

Your GM dealer will replace the driver seat belt lap pretensioner. This service will be performed for you **free of charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual correction time of approximately 40 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
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 21V245.

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: N212330040

Document Provided in Native Format

File Name: 233004 2014-16 K2 SILVERADO-SIERRA 0-9102394 GART AA WARRANTY.XLSX

Product Safety Recall
N212330040 Driver Seat Belt Cable May Separate

Release Date: April 2021 **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 April 8, 2021. 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	Silverado 1500	2014	2016		
GMC	Sierra 1500	2014	2015		
Chevrolet	Tahoe	2015	2016		

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

Condition	General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2014 – 2016 model year Chevrolet Silverado 1500, 2014 – 2015 model year GMC Sierra 1500, and 2015 – 2016 model year Chevrolet Tahoe vehicles. As part of the remedy for a prior GM recall (NHTSA Recall No. 16V209 or 18V291 / GM Recall No. 15822 or 18156), the flexible steel cable that connects the driver's seat belt to the outboard side of the seat (the "pretensioner cable") in these vehicles was modified or replaced. Certain of these vehicles may have received an incorrect replacement pretensioner cable assembly, either as part of the recall remedy or in a subsequent repair. In rare circumstances based on usage, the cables can fatigue and may separate over time as a result of occupant movement into the driver's seat. If a pretensioner cable were to break, it would reduce the effectiveness of the vehicle's seat belts and increase the risk of injury to the driver in a crash.
Correction	Dealers will replace the driver seat belt lap pretensioner.

Parts

Quantity		Part No.
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
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 Ash Grey	84233196
1	Pnl-Side Shield - Power LH - Dune	84233200
1	Pnl-Side Shield - Power LH - Cocoa	84233199

NOTE: 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.

Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). 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. A quantity limiter may be in effect.

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.

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Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105698	Replace Driver Side Front Seat Belt Anchor Plate Tensioner (Includes Disposal of Pyrotechnic Device) ADD: Replace Front Seat Cushion Outer Finish Cover	0.5 0.1	ZFAT	N/A
9105699	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	 N/A 0.2	ZFAT	*
9105700	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	**

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

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

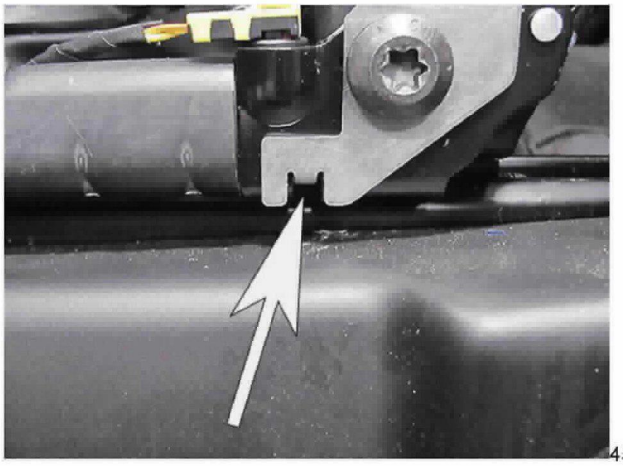
For Export: Submit the dollar amount reimbursed to the customer in Net/Reimbursement.

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

Service Procedure

Important: This service procedure has two versions, one for vehicles previously repaired under recall #15822 and a separate procedure for vehicles previously repaired under recalls #15822C and #18156. Check the "Transaction History" section in IVH to determine what procedure to use based on previous repairs. Note that repairs previously performed under #15822 will display as N150822 in the "Transaction History" section in IVH.

Procedure for Vehicles Repaired Under Recall # 15822C and #18156

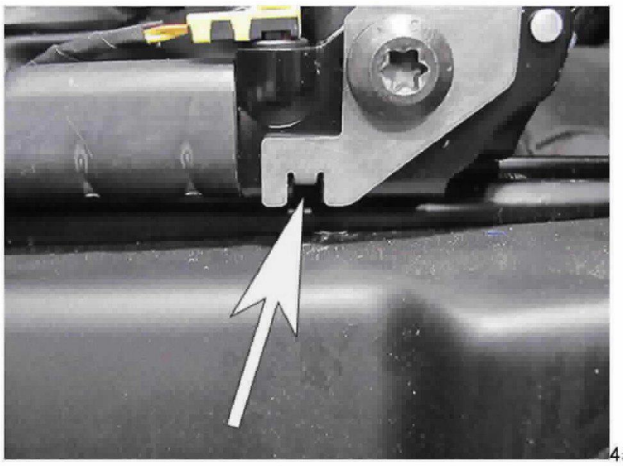


4551063

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. Scrap the removed driver side front seat belt anchor plate tensioner. Refer to *Front Seat Belt Anchor Plate Tensioner Replacement* in SI.

Procedure for Vehicles Repaired Under Recall # 15822


4551063

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. Remove the driver side front seat belt anchor plate tensioner. Refer to *Front Seat Belt Anchor Plate Tensioner Replacement* in SI.
2. Transfer the seat switch (if equipped) and hardware onto the new seat side shield panel. Refer to *Front Seat Cushion Outer Finish Cover Replacement in SI.*
3. Complete the installation of the new seat belt anchor plate tensioner and new seat cushion outer finish cover. Refer to *Front Seat Belt Anchor Plate Tensioner Replacement* in SI.
4. Scrap the removed driver side front seat belt anchor plate tensioner. Refer to *Front Seat Belt Anchor Plate Tensioner Replacement* in SI.

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

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

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

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

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.

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in the bulletin can be submitted at anytime 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

May 2021

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

Dear General Motors Customer:

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

General Motors has decided that a defect, which relates to motor vehicle safety, exists in 2014-2016 model year Chevrolet Silverado 1500, 2014-2015 model year GMC Sierra 1500, and 2015-2016 model year Chevrolet Tahoe vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM safety recall N212330040.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

As part of the remedy for a prior GM recall (NHTSA Recall No. 16V209 or 18V291 / GM Recall No. 15822 or 18156), the flexible steel cable that connects the driver's seat belt to the outboard side of the seat (the "pretensioner cable") in these vehicles was modified or replaced. Certain of these vehicles may have received an incorrect replacement pretensioner cable assembly, either as part of the recall remedy or in a subsequent repair. The flexible steel cable connecting the driver's seat belt to the outboard side of the seat may be repeatedly bent over the seat side shield as the driver enters and exits the vehicle causing the cable to fatigue and separate. A broken pretensioner cable reduces the effectiveness of the driver's seat belt, increasing the risk of injury in a crash.

What will we do?

Your GM dealer will replace the driver seat belt lap pretensioner. This service will be performed for you **free of charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual correction time of approximately 40 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
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 21V245.

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: N212330040

Frequently Asked Questions (FAQs) for Safety Recall N212330040
Driver Seat Belt Cable May Separate

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 Silverado 1500, 2014-2015 model year GMC Sierra 1500, and 2015-2016 model year Chevrolet Tahoe.

Q2) What is the issue or condition?
A2) As part of the remedy for prior GM recalls with Transport Canada, 15822 (TC 2016-153) or 18156 (TC 2018-233), the flexible steel cable that connects the driver's seat belt to the outboard side of the seat (the "pretensioner cable") in these vehicles was modified or replaced. Certain of these vehicles may have received an incorrect replacement pretensioner cable assembly, either as part of the recall remedy or in a subsequent repair. In rare circumstances based on usage, the cables can fatigue and may separate over time as a result of occupant movement into the driver's seat.

Q3) What symptoms may be experienced? What warning signs may be associated with the issue or condition described?
A3) Wear on the cable sleeve will indicate a potentially fatigued pretensioner cable.

Q4) What is the remedy/repair?
A4) Dealers are to replace the driver seat belt lap pretensioner.

Q5) What is the safety risk? Is the vehicle safe to drive?
A5) If a pretensioner cable were to break, it would reduce the effectiveness of the vehicle's seat belts and increase the risk of injury to the driver in a crash.

Q6) Does the customer have to pay for this remedy/repair?
A6) No, this repair will be done at no cost to the customer.

Q7) Is the remedy/repair available now?
A7) No, when a remedy is available and sufficient quantity of parts are available, the recall bulletin will be released, and dealers can begin repairing vehicles.

Q8) What should customers do until recall repairs can be completed? Are there any special instructions?
A8) If special instructions are provided, they will be included in the notification letters to customers.

Q9) How can customers check to see if their vehicle is involved in this field action?
A9) Customers who own a vehicle involved in the field action will be notified by mail by General Motors, but they may also check their Vehicle Identification Number (VIN) for field actions at the GM Recall Centre gmrecallcentre.ca.

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.

Frequently Asked Questions (FAQs) for Safety Recall N212330040
Driver Seat Belt Cable May Separate

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 Silverado 1500, 2014-2015 model year GMC Sierra 1500, and 2015-2016 model year Chevrolet Tahoe.

Q2) What is the issue or condition?
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Q4) What is the remedy/repair?
A4) Dealers are to replace the driver seat belt lap pretensioner.

Q5) What is the safety risk? Is the vehicle safe to drive?
A5) If a pretensioner cable were to break, it would reduce the effectiveness of the vehicle's seat belts and increase the risk of injury to the driver in a crash.

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, 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 at the GM Recall Centre gmrecallcentre.ca.

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

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Q6) Does the customer have to pay for this remedy/repair?
A6) No, this inspection/repair will be done at no cost to the customer.

Q7) Is the remedy/repair available now?
A7) No, when a remedy is available and/or sufficient quantity of parts are available, the recall bulletin will be released, and dealers can begin repairing vehicles.

Q8) What should customers do until recall repairs can be completed? Are there any special instructions?
A8) If special instructions are provided, they will be included in the notification letters to customers.

Q9) How can customers check to see if their vehicle is involved in this field action?
A9) Customers who own a vehicle involved in the field action will be notified by mail by General Motors, but they may also check their Vehicle Identification Number (VIN) for field actions in GM Owner Center at https://my.gm.com/recalls or via NHTSA's website at https://vinrcl.safercar.gov/vin/.

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.

Frequently Asked Questions (FAQs) for Safety Recall N212330040
Driver Seat Belt Cable May Separate

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Q2) What is the issue or condition?
A2) As part of the remedy for a prior GM recall (NHTSA Recall No. 16V209 or 18V291 / GM Recall No. 15822 or 18156), the flexible steel cable that connects the driver's seat belt to the outboard side of the seat (the "pretensioner cable") in these vehicles was modified or replaced. Certain of these vehicles may have received an incorrect replacement pretensioner cable assembly, either as part of the recall remedy or in a subsequent repair. In rare circumstances based on usage, the cables can fatigue and may separate over time as a result of occupant movement into the driver's seat.

Q3) What symptoms may be experienced? What warning signs may be associated with the issue or condition described?
A3) Wear on the cable sleeve will indicate a potentially fatigued pretensioner cable.

Q4) What is the remedy/repair?
A4) Dealers are to replace the driver seat belt lap pretensioner.

Q5) What is the safety risk? Is the vehicle safe to drive?
A5) If a pretensioner cable were to break, it would reduce the effectiveness of the vehicle's seat belts and increase the risk of injury to the driver in a crash.

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, 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/.

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
DCS5768
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 23, 2021

Subject: N212330040 - Safety Recall
Driver Seat Belt Cable May Separate

Models: 2014-2016 Chevrolet Silverado 1500
2014-2015 GMC Sierra 1500
2015-2016 Chevrolet Tahoe

To: All General Motors Dealers

General Motors is releasing Safety Recall N212330040 today. The total number of U.S. vehicles involved is approximately 2,500. Please see the attached bulletin for details.

Vehicles involved in this recall were placed on stop delivery April 8, 2021. 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 a 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 on May 5, 2021.

Global Warranty Management (GWM)
The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated April 24, 2021 or sooner. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS

IMPORTANT SAFETY RECALL

May 2021

<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 <WINDivisionName> <Vehicle_Name> vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM recall N212330040.
- Schedule an appointment with your <DIV_DLR> dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

As part of the remedy for a prior GM recall (NHTSA Recall No. 18V209 or 18V291 / GM Recall No. 18322 or 18156), the flexible steel cable that connects the driver's seat belt to the outboard side of the seat (the "pretensioner cable") in these vehicles was modified or replaced. Certain of these vehicles may have received an incorrect replacement pretensioner cable assembly, either as part of the recall remedy or in a subsequent repair. The flexible steel cable connecting the driver's seat belt to the outboard side of the seat may be repeatedly bent over the seat side shield as the driver enters and exits the vehicle causing the cable to fatigue and separate. A broken pretensioner cable reduces the effectiveness of the driver's seat belt, increasing the risk of injury in a crash.

What will we do?

Your <DIV_DLR> dealer will replace the driver seat belt lap pretensioner. This service will be performed for you **free of charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual correction time of approximately 40 minutes.

What should you do?

You should contact your <DIV_DLR> 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 <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 21V245.

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

<Combo_closing>

Enclosure
GM Recall N212330040

N202330040

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: _____

Preferred Contact Telephone Number (Include Area Code): _____

Preferred Contact Email Address: _____

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 1-800-224-0261.

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.

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5744
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 8, 2021

Subject: Upcoming Safety Recall N212330040
Driver Seat Belt Cable May Separate

Models: 2014-2016 Chevrolet Silverado 1500
2014-2015 GMC Sierra 1500
2015-2016 Chevrolet Tahoe

To: All General Motors Dealers

General Motors has notified the National Highway Traffic Safety Administration (NHTSA) about an upcoming safety recall that involves certain 2014-2016 model year Chevrolet Silverado 1500, 2014-2015 model year GMC Sierra 1500, and 2015-2016 model year Chevrolet Tahoe vehicles. The GM recall number is N212330040.

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 until the defect is remedied.

As part of the remedy for a prior GM recall (NHTSA Recall No. 16V209 or 18V291), the flexible steel cable that connects the driver's seat belt to the outboard side of the seat (the "pretensioner cable") in these vehicles was modified or replaced. Certain of these vehicles may have received an incorrect replacement pretensioner cable assembly, either as part of the recall remedy or in a subsequent repair. In rare circumstances based on usage, the cables can fatigue and may separate over time as a result of occupant movement into the driver's seat. If a pretensioner cable were to break, it would reduce the effectiveness of the vehicle's seat belts and increase the risk of injury to the driver in a crash.

Parts are not currently available, but when parts are available, dealers are to replace the driver seat belt lap pretensioner.

Until further instructions are received, involved vehicles that are in dealers' possession (new or used vehicle inventory, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc.) must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration purposes or any other dealer use. All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified.

The Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system will be updated for this upcoming recall on April 8, 2021. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries.