

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

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. 18V209 or 18V291 / GM Recall No. 18822 or 18158), 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	Pat-Side Shield - Two Way Manual LH Remote Recline - Dark Ash Grey	84233205
1	Pat-Side Shield - Two Way Manual LH Remote Recline and Manual Lumbar - Dark Ash Grey	84233193
1	Pat-Side Shield - Two Way Manual LH Remote Recline and Manual Lumbar – Jet Black	84233192
1	Pat-Side Shield - Power LH - Jet Black	84233195
1	Pat-Side Shield - Power LH – Dark Ash Grey	84233198
1	Pat-Side Shield - Power LH - Dune	84233200
1	Pat-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 Altersales (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

Labour Operation	Description	Labour 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.

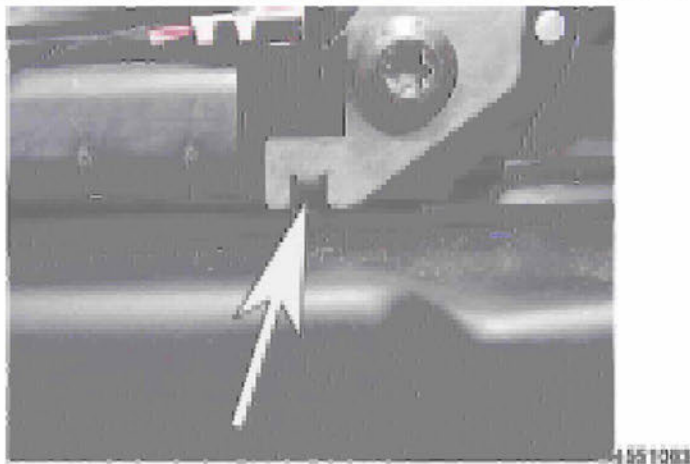
For Export: Submit the dollar amount reimbursed to the customer in Net/Reimbursement.

** 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 #15822 in the "Transaction History" section in IVH.

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



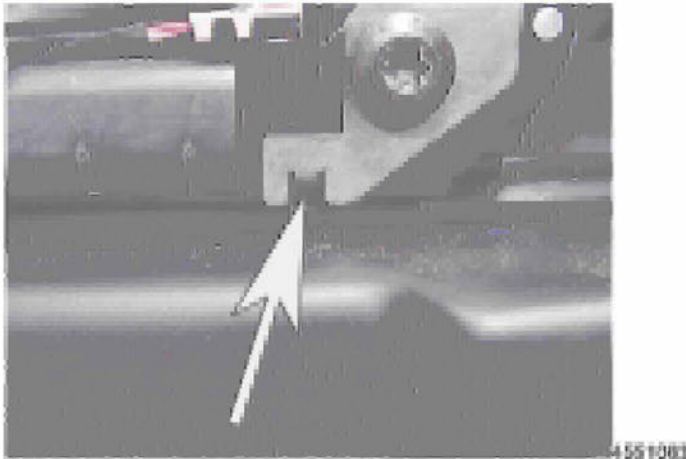
NOTE: If a tensioner bracket was installed as part of a previous service, discard the bracket. The new replacement front seat belt anchor plate tensioner design eliminates the need for the bracket.

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.

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Procedure for Vehicles Repaired Under Recall # 15922



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

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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 Procedures (USA & Canada) or local Policies and Procedures, for details.

GM bulletins are intended to be used by professional technicians. 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 identified, EXCEPT where indicated, ALWAYS ensure that the bulletin applies to your vehicle, or that your vehicle will have the condition. For your dealer's information, include your vehicle's VIN with the information.



**We Support
Voluntary Technician
Certification**

CUSTOMER #

Noon

WORKORDER

PAGE 2

Bill Wals
1752 E
Ottawa
Phone (81

OTTAWA,
NA@NA.COM
HOME

SERVICE ADVISOR: 293 BARTON, DAV

COLOR	YEAR	MAKE	MODEL	VIN	LICENSE	MILE	TAG
GRAPHITE-M	17	CHEVROLET	Silverado	1GCVKREC2HZ			0855
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	
30JUN17 IS							
30JUN17 DD	30JUN2023	17:00	22FEB21		0.00	CASH	
R.O. OPENED	READY	OPTIONS: STK:C17254 DLR:113230 ENG:100_DI					

LINE OF CODE	FRH	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A BODY	0.00	<i>INT</i>	W	BODY AND TRIM HOLD DOWN CABLE FOR SEAT ASSEMBLY BROKE

*- Charge to Customer Goodwill
NO ASSISTANCE*

ISP MULTI POINT VEHICLE INSPECTION

PROTECTIVE

PROTECTIVE

FRP1

FRP1

0.00

75056

COMPLETE

Field Product Report Safety

Estimate C/A

2280

CHARGE TO NEWLA Goodwill per

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ANY PARTS OR ACCESSORIES OR ANY REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

SHOP SUPPLY COSTS: A charge equal to 14% of the total cost of labor and parts, not to exceed \$60.00, will be added to the Repair Order for shop supplies used in connection with the repair.

STORAGE CHARGES: I understand that a storage charge equal to \$50.00 will be assessed and shall accrue daily if I fail to pick up the vehicle within 30 working days from the date I am notified that the work on the vehicle has been completed.

PAYMENT TERMS: I agree to pay for the repairs I authorize, along with the necessary materials, in Cash or approved credit card upon completion of the Repairs unless the Dealership agrees to other payment arrangements in advance. An express mechanics lien is hereby acknowledged on the vehicle for authorized service to secure the cost of labor, materials, and other authorized charges. If I authorize commencement of repairs or disassembly of the vehicle or a vehicle component to provide an estimated cost of repairs, but elect not to proceed with the repair, I understand that a charge will be imposed for disassembly, reassembly or partially completed work and I agree to pay for the same. Such charges will be directly related to the actual amount of labor or parts used.

ESTIMATE: You are entitled to a price estimate for the repairs you have authorized. The estimate shall be no less than the estimate but shall not exceed (1) any price limited estimate or (2) the actual cost of the repairs by more than 10%. Additional repairs may not be performed without your consent. You may request a written estimate and require that you be notified if the price exceeds an estimate. You may waive your right to an estimate, which gives the motor vehicle repair shop the right to proceed with the repairs without your permission. Your signature will indicate your selection.

(a) I request an estimate in writing before you begin repairs. Signature _____

(b) Please proceed with repairs but call me for approval before continuing. Signature _____

(c) I do not want an estimate and you may set the price of repairs. Signature _____ Date _____

PRELIMINARY ESTIMATE \$ _____

This estimated price for authorized repairs will be honored if the repairs are completed within the time period agreed to by the consumer and the dealer. Estimates will include charges to complete the repair, including disassembly, preparation, and disassemble/reassemble the vehicle or other related charges.

LABOR AND PARTS COSTS: A combination of industry standard rates, actual time, or condition of the vehicle may be used to determine the cost of labor and parts.

PARTS: All parts installed are new unless otherwise indicated. All parts are parts that meet manufacturer approved source parts. Additional information is available upon request.

By Signing Below: I agree that: (1) I have read this Repair Order and understand the terms and conditions herein; (2) the Dealership is not responsible for any delays caused by the unavailability of parts or shipping by the parts manufacturer, supplier, or transporter or for any loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, hail, wind or any other cause beyond its control; (3) the Dealership may operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle; and (4) I authorize the retrieval of on-board data as needed to facilitate vehicle repairs and the sharing of that data with the vehicle manufacturer for diagnostic or research purposes.

Date _____

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By/No.:
\$	\$	
Revised Estimate		
\$		

Document Provided in Native Format

File Name: GFAM MY15 17JAN2018.XLSX

Document Provided in Native Format

File Name: GFAM MY15 17JAN2018.CSV

Document Provided in Native Format

File Name: LLV_RPO_MY15.CSV

Document Provided in Native Format

File Name: LLV_RPO_MY16.CSV

Document Provided in Native Format

File Name: LLV_RPO_MY17.CSV

Document Provided in Native Format

File Name: LLV_RPO_MYEX.CSV

Document Provided in Native Format

File Name: SENDXLS_2017IO5IO6_AUG1SEP30_30JAN2018.CSV

Document Provided in Native Format

File Name: LC9102148_MY14.XLSX

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File Name: REMOVE24VINSON09FEB2018.CSV

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Document Provided in Native Format

File Name: N21-234112 VIN LIST.XLSX

Document Provided in Native Format

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ON1-19-2018 6-21-2021 .XLS.XLSX

Document Provided in Native Format

File Name: 234112 2014-16 95,603-VINS 12-GLCS GART AA
WARRANTY.XLSX

Document Provided in Native Format

File Name: 234112 2014-16 95,603-VINS 8-PNS (ALL PARTS
ON CLAIM) GART AA WARRANTY.XLSX

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File Name: N21-234112 2017 FTW POTENTIAL VINS LAM.XLSX

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File Name: POLICE VIN COMPARISON.XLSX

Document Provided in Native Format

File Name: N21-234112 2017MY - 8 ADDITIONAL VINS.XLSX

Document Provided in Native Format

File Name: COPY OF N21-234112 SEAT BELT ANCHOR VINS NOT
IN N19228939 SFI POP RPT 17-JUN-2021.XLSX

Document Provided in Native Format

File Name: N21-234112 2014 -2016 AND 2017 WITH RPOS
SEAT BELT ANCHOR VINS NOT IN N19228939 PLUS 2017 8 VINS
SFI POP RPT 29-JUN-2021.XLSX



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SILVERADO-SIERRA NOT PART OF RECALL N192289390 FOR LIST
OF PNS.XLSX

Document Provided in Native Format

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Document Provided in Native Format

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ON CLAIM) GART AA WARRANTY.XLSX

Document Provided in Native Format

File Name: 234112 VINS TO ADD TO 228939.CSV

Document Provided in Native Format

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