



David Mac Gillis
Wednesday, June 23, 2021 12:19 PM
Matthew Jalaba (C); Ian Scott
RE: BQM Escalation/[REDACTED] / 2016 Chevrolet Silverado/ VIN: 1GCRREC9GZ[REDACTED]



This applies to the driver's side only. The campaign itself is for the driver's side only.

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From: Matthew Jalaba (C) <matthew.jalaba@gm.com>
Sent: Wednesday, June 23, 2021 12:16 PM
To: Ian Scott <ian.c.scott@gm.com>; David Mac Gillis <david.macgillis@gm.com>
Subject: BQM Escalation/[REDACTED] / 2016 Chevrolet Silverado/ VIN: 1GCRREC9GZ[REDACTED]

Hi Ian & Dave,

Customer Name: [REDACTED]
VIN: [1GCRREC9GZ](#)[REDACTED]
YMM: 2016 Chevrolet Silverado
SR: [REDACTED]
TAC SR: N/A

Summary of Concern: It was determined that this customer was supposed to be part of the Recall N192289390 Seat Belt Anchor Pretensioner Cable. The customer had the repair done on the driver's seatbelt. We are in the process of reimbursing the customer with goodwill. The customer called back in today wanting to know if the passenger seat belt is part of this recall as well. There are currently no issues with the passenger seat belt but the customer is nervous if there were to be an accident would the passenger seat belt snap like the driver's side did. Does this recall cover the passenger and would GM replace the passenger if there were no visual issues?

Regards,

Matthew Jalaba
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