



Kenneth Brooks (C)  
Tuesday, June 22, 2021 8:40 AM  
Matthew Jalaba (C)  
Treonda Gray (C); Marvin Barkley (C)  
FW: N21-234112 - 2016 Silverado Seat Belt Lap PT

INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Follow Up Flag: Follow up  
Flag Status: Flagged

Good morning MJ,  
Please assist.

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**From:** Christine Stein <[CHRISTINE.STEIN@ONSTAR.COM](mailto:CHRISTINE.STEIN@ONSTAR.COM)>  
**Sent:** Monday, June 21, 2021 9:24 PM  
**To:** Treonda Gray (C) <[treonda.gray@gm.com](mailto:treonda.gray@gm.com)>; Kenneth Brooks (C) <[kenneth.brooks@gm.com](mailto:kenneth.brooks@gm.com)>; Marvin Barkley (C) <[marvin.barkley@gm.com](mailto:marvin.barkley@gm.com)>  
**Cc:** Samantha Cook <[samantha.cook@gm.com](mailto:samantha.cook@gm.com)>; Amber Hendricks <[amber.1.hendricks@gm.com](mailto:amber.1.hendricks@gm.com)>  
**Subject:** RE: N21-234112 - 2016 Silverado Seat Belt Lap PT

Exec TL's, let's go ahead and open up an Exec case on this one. Just didn't want to lose sight of the BQM's request for outreach.

Thank you!

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**From:** Christine Stein  
**Sent:** Monday, June 21, 2021 8:46 AM  
**To:** Amber Hendricks <[amber.1.hendricks@gm.com](mailto:amber.1.hendricks@gm.com)>  
**Cc:** Samantha Cook <[samantha.cook@gm.com](mailto:samantha.cook@gm.com)>  
**Subject:** FW: N21-234112 - 2016 Silverado Seat Belt Lap PT

Good Morning Amber! Hope you had a nice weekend.

Are there any particular steps we should follow to address this situation where a vehicle apparently was supposed to be part of a SC, but was missed?

Appreciate your thoughts on this!

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**From:** David Mac Gillis <[david.macgillis@gm.com](mailto:david.macgillis@gm.com)>  
**Sent:** Monday, June 21, 2021 7:50 AM  
**To:** Christine Stein <[CHRISTINE.STEIN@ONSTAR.COM](mailto:CHRISTINE.STEIN@ONSTAR.COM)>  
**Cc:** Larry A. Martin <[larry.a.martin@gm.com](mailto:larry.a.martin@gm.com)>; Renee Jurkiw (She/her/hers) <[renee.jurkiw@gm.com](mailto:renee.jurkiw@gm.com)>; Hassan Abdallah <[hassan.abdallah@gm.com](mailto:hassan.abdallah@gm.com)>  
**Subject:** FW: N21-234112 - 2016 Silverado Seat Belt Lap PT

Christine,  
Please review the note below from our investigator. We have a vehicle that was supposed to be part of a special coverage but was missed. N192289390

Can we get in contact with the customer and get them a repair?

Thanks,

**David MacGillis**  
Brand Quality Manager – T1 and K2 Light Pickup  
Customer Care & Aftersales  
GM Global Technical Center



**From:** Hassan Abdallah <[hassan.abdallah@gm.com](mailto:hassan.abdallah@gm.com)>  
**Sent:** Friday, June 18, 2021 3:35 PM  
**To:** Larry A. Martin <[larry.a.martin@gm.com](mailto:larry.a.martin@gm.com)>; Renee Jurkiw (She/her/hers) <[renee.jurkiw@gm.com](mailto:renee.jurkiw@gm.com)>  
**Cc:** David Mac Gillis <[david.macgillis@gm.com](mailto:david.macgillis@gm.com)>  
**Subject:** RE: N21-234112 - 2016 Silverado Seat Belt Lap PT

Dave handles LD truck.

Thank you,  
Hassan Abdallah  
Brand Quality Mgr – Full Size Utility  
Cell: [REDACTED]  
Email: [Hassan.Abdallah@gm.com](mailto:Hassan.Abdallah@gm.com)

**From:** Larry A. Martin <[larry.a.martin@gm.com](mailto:larry.a.martin@gm.com)>  
**Sent:** Friday, June 18, 2021 2:49 PM  
**To:** Renee Jurkiw (She/her/hers) <[renee.jurkiw@gm.com](mailto:renee.jurkiw@gm.com)>; Hassan Abdallah <[hassan.abdallah@gm.com](mailto:hassan.abdallah@gm.com)>  
**Cc:** David Mac Gillis <[david.macgillis@gm.com](mailto:david.macgillis@gm.com)>  
**Subject:** N21-234112 - 2016 Silverado Seat Belt Lap PT

Have we heard anything more about this claim? I will be bringing this investigation to OIR on June 28<sup>th</sup> and expect to be asked about taking care of this customer.

Thank you,



Larry A. Martin (he, him)  
Vehicle Safety Technical Expert, Global Vehicle Safety  
[larry.a.martin@gm.com](mailto:larry.a.martin@gm.com) tel: 1.586.907.2893

**From:** Renee Jurkiw (She/her/hers) <[renee.jurkiw@gm.com](mailto:renee.jurkiw@gm.com)>  
**Sent:** Tuesday, June 08, 2021 3:35 PM  
**To:** Hassan Abdallah <[hassan.abdallah@gm.com](mailto:hassan.abdallah@gm.com)>  
**Cc:** David Mac Gillis <[david.macgillis@gm.com](mailto:david.macgillis@gm.com)>; Larry A. Martin <[larry.a.martin@gm.com](mailto:larry.a.martin@gm.com)>  
**Subject:** 2016 Silverado Seat Belt Lap PT

Hassan,

A customer on a 2016 Silverado (VIN 1GCRREC9GZ[REDACTED]) contacted CAC (SR # [REDACTED]) for cost assistance for a seat belt lap pretensioner repair. She was denied and filed the attached VOQ with NHTSA. This vehicle should have been included in Special Coverage N192289390, but this VIN was missed. We have opened up an investigation [REDACTED] to look into this. However, we were wondering if we can help this customer get her seat belt repaired. Can you or CAC reach back out to cover this repair for the customer? Please let me know.

Thank you,  
*Renee Jurkiw* (she/her)



Lead External Investigation Engineer

Personal Vehicle Safety

086 07-1696