


Bulletin Summary - N192219480 Driver's Front Seat Belt Lap Pretensioner (Special Coverage)

CAC Bulletin Summary

Condition

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<p>Brief</p>	<p>If the driver repeatedly sits on the driver's front seat belt pretensioner cable cover when entering the vehicle, the seat belt's pretensioner cable can become damaged. Before any damage will occur 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. Customers are to check the condition of their driver's front seat belt pretensioner cable cover using the pictures and instructions which were mailed to them with the Customer Letter. If they're uncomfortable doing the check themselves, a <Brand> Dealer will do it for them at no cost.</p> <p style="text-align: center;">Owners are to check the driver's seatbelt pretensioner cable cover for signs of damage.</p> 															
<p>Must Know Information</p>	<p>Parts/Remedy Status: AVAILABLE See below for more information & scripting:</p> <ul style="list-style-type: none"> • Diagnosis/repair will be \$0 if the vehicle is serviced within the time <u>and</u> mileage parameters, and diagnosis shows that the concern matches the condition described by this field action. • Diagnosis/repair will be Customer Pay if the vehicle is serviced after this SC expires (time or mileage) or diagnosis shows the concern is something different from the condition covered by this SC. <p>SC Parameters: This SC covers the condition described for a period of <u>12 years or 180,000 miles</u>, whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.</p> <p>FAQs: N192219480 FAQs</p> <p>Reimbursement Requests: Involved owners who believe they already paid for this repair out-of-pocket before this FA launched may submit a request for reimbursement. <u>Reimbursement request due date = 07/31/2020.</u></p>															
<p>Involved Vehicles (USA)*</p>	<table border="1" data-bbox="402 1398 834 1614"> <thead> <tr> <th>Make</th> <th>Model</th> <th>Model Year</th> </tr> </thead> <tbody> <tr> <td>Buick</td> <td>Enclave</td> <td>2009 -2014</td> </tr> <tr> <td>Chevrolet</td> <td>Traverse</td> <td>2009 -2014</td> </tr> <tr> <td>GMC</td> <td>Acadia</td> <td>2009 -2014</td> </tr> <tr> <td>Saturn</td> <td>Outlook</td> <td>2009 - 2010</td> </tr> </tbody> </table> <p><i>*All Field Actions are VIN-Specific. For each MY/Make family listed above, only certain VINs may be involved. To see if the Customer's VIN is included, follow the Field Action Handling Process and lookup the Customer's VIN in IVH.</i></p>	Make	Model	Model Year	Buick	Enclave	2009 -2014	Chevrolet	Traverse	2009 -2014	GMC	Acadia	2009 -2014	Saturn	Outlook	2009 - 2010
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<p># of Involved Customer VINS (USA)</p>	<p>~1,345,010 vehicles (These vehicles are owned by Customers who live in the USA & USA protectorate.)</p>															
<p>Condition</p>	<p>Some 2009 - 2014 model year Buick Enclave, Chevrolet Traverse, GMC Acadia and 2009 - 2010 model year Saturn Outlook vehicles may have a condition where 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.</p> <p>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 driver's seat belt. Before any damage occurs</p>															

	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.
Correction	Dealers are to inspect and replace the driver seat belt lap anchor pretensioner and replace if necessary.
What is the safety risk? (Is the vehicle safe to drive?)	<i>"This is not a Safety Recall."</i>
Parts / Remedy Status	<p>AVAILABLE:</p> <p><i>"Parts and remedy are available now. Please inspect your vehicle for the condition using the instructions which were provided with your Customer Letter. If you're uncomfortable completing the inspection yourself, you may take your vehicle to any <Brand> Dealer, and they will complete the inspection for you for free.</i></p> <p><i>If you believe your vehicle shows the condition described, you should make an appointment to have the concern diagnosed as soon as possible. If your <Brand> Dealer finds that the concern matches the one covered by this Special Coverage, and you have the vehicle serviced within the time and mileage parameters associated with this Field Action, the repair will be completed at no cost to you. If the concern does not match the condition described, additional diagnosis and repairs will be at your expense.</i></p> <p><i>Please keep the Customer Letter and inspection instructions in your vehicle, and as recommended by your vehicle's Owner's Manual, check your vehicle's restraint system every 7,500 miles."</i></p>
Potential Symptoms or Warning Signs	<ul style="list-style-type: none"> • Signs of damage on the driver's seat belt pretensioner cable cover
Special Instructions	<p>Customers should perform the inspection procedure which was provided with the letter they received, following the instructions which were provided.</p> <p>If the Customer isn't comfortable performing the inspection, they may take their vehicle to a <Brand> dealer, and they will perform this inspection free of charge.</p> <p>If the Customer performed the inspection and believes their vehicle has the condition described above, they should take their vehicle to their <Brand> dealer for repair.</p> <p>Customers should keep this letter with their other important glove box literature for future reference.</p>
FAQs	<p>N192219480 FAQs</p> <p>General SC FAQs:</p> <ul style="list-style-type: none"> • Why did GM send Customer a letter notifying them about a SC that already EXPIRED for their VIN? • How do the time & mileage parameters for a Special Coverage affect reimbursement eligibility for owners who think they paid out-of-pocket for related repairs, before the SC launched?
Was a Stop Sale Issued?	No
Diagnosis & Repair Cost \$\$\$	<p>Check IVH for the specific time & mileage parameters associated with the Special Coverage for this Customer's VIN.</p> <ul style="list-style-type: none"> • If the vehicle is still within the age <u>and</u> mileage parameters established by this Special Coverage, and diagnosis finds that the current vehicle concerns are related to this Field Action, the Customer will not be charged for the diagnosis or repairs. • If the vehicle is outside the age and/or mileage parameters associated with this Special Coverage, or if diagnosis shows that the current concerns are unrelated to this Field Action, the Customer will be responsible for the cost of diagnosis and repair.
Customer Letters	<p>Customer Letters are mailed to the addresses on file for last known registered vehicle owners/leasees. Involved owners who have registered the vehicle with their state's Department of Motor Vehicles (DMV), and provided their DMV with their current mailing address, will receive these letters.</p> <ul style="list-style-type: none"> • N192219480 Customer Letter - Parts/Remedy Available (JUL 2019)
TREAD Reimbursement (Process & Filing Deadline)	<p>If the Customer believes they've already paid for repairs for the condition described, they may submit a request for a TREAD reimbursement.</p> <p>The reimbursement form (included in the letter which was mailed to the Customer) & all required documents must be presented to a <Brand> Dealer or received by the Reimbursement Department by 07/31/2020, unless state law specifies a longer reimbursement period.</p> <p>If the Customer works with their <Brand> Dealer, their reimbursement request will be expedited. If this is not convenient, the Customer may mail the completed reimbursement form and all required documents to: Reimbursement</p>

	<p>Department, PO Box 33170, Detroit, MI 48232-5170.</p> <p>If the Customer has lost their blank reimbursement request form, or has other general questions about the reimbursement process, reference Reimbursement inquiries (Handling).</p> <p><i>(TREAD Team only) The Customer Reimbursement Approved Labor Op Code for this Field Action is 9900625.</i></p>			
<p>Courtesy Transportation <i>(General Information)</i></p>	<ul style="list-style-type: none"> • Courtesy Transportation is not offered to Medium Duty Truck owners. • For all other vehicle types: <ul style="list-style-type: none"> ◦ No courtesy trans. (e.g. free rental) is available for Customers as they wait for parts/remedy to be available, while status of FA is Incomplete/Remedy not available. ◦ No courtesy trans. (e.g. free rental) is available for Customers as they wait for their repair date to arrive, while status of FA is Incomplete/Remedy not available. ◦ While the vehicle is being serviced at a <Brand> Dealership for this field action, Courtesy transportation is available as long as the vehicle is: involved in this Field Action -AND- still within the warranty coverage period for the warranty which is associated with this Field Action. • For more information, see Courtesy Transportation Program Guidelines. 			
<p>Towing <i>(General Information)</i></p>	<p><i>"If your vehicle needs to be towed to <Brand> Dealer for repair, please call <Brand> Roadside Assistance for towing to a preferred <Brand> Dealership. If you are inside the applicable warranty for time and miles, <Brand> will pay for the tow. If you are out of the applicable warranty, but you subscribe to an OnStar package which includes <Brand> Roadside Assistance, OnStar will pay for the tow."</i></p> <p><i>"If you're outside of the applicable warranty, and you do not subscribe to an OnStar package which includes towing, you will be responsible for paying for the tow. Even if you're outside the applicable warranty, please call our <Brand> Roadside Assistance Team for the towing, as we offer competitive rates and excellent Customer Service."</i></p>			
<p>How can the Customer check their VIN for Required Field Actions?</p>	<p>Customers may lookup their vehicle's VIN (Vehicle Identification Number) at my.gm.com/recalls (GM Owner Center) or safercar.gov (NHTSA's website).</p> <ul style="list-style-type: none"> • Owner Center shows all open/incomplete required FAs on the VIN (Recalls & Cust Sats). • NHTSA's website just shows open/incomplete Recalls. 			
<p>Additional Information</p>	<p>This is a Special Coverage Field Action. For involved vehicles, warranty coverage is extended to address the occurrence of the specific condition described.</p> <p>Check IVH for the specific time & mileage parameters associated with the SC for this Customer's VIN.</p> <p>Set cost expectations properly:</p> <p><i>"If you believe your vehicle is experiencing the condition described, you should take your vehicle to your <Brand> Dealer for service. If your <Brand> Dealer finds the problem was caused by the condition described by this Field Action, and you seek service within the date/mileage parameters of this Field Action, your <Brand> Dealer will service your vehicle free of charge.</i></p> <p><i>If your <Brand> Dealer finds the problem was caused by something other than the condition described by this Field Action, or you don't have your vehicle serviced within the date/mileage parameters of this Field Action, diagnosis and repairs will be completed at your expense. Would you like me to connect you to your preferred <Brand> Dealer to schedule your vehicle for service?"</i></p> <p><u>Special Coverage Adjustment Information:</u></p> <ul style="list-style-type: none"> • Special Coverage FA# N192219480 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 13, 2019, 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 13, 2019, 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. 			
<p>Dealer Bulletin</p>	<p>N192219480 Dealer Bulletin</p>			
<p>BAS</p>	<p>Your Business Unit > RFI Special Coverage > N192219480 LF Seatbelt Cable</p>			
<p>UCC</p>	<table border="1"> <tr> <td data-bbox="391 1976 467 2018">C28</td> <td data-bbox="467 1976 899 2018">Restraints - Seat Belt System / Buckles /</td> <td data-bbox="899 1976 1554 2018">Choose the symptom described by the Customer.</td> </tr> </table>	C28	Restraints - Seat Belt System / Buckles /	Choose the symptom described by the Customer.
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	Tether Anchor	If no symptoms were present, choose 'No symptom indicated'.
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<p>Reminder: If the Customer asks you a question that you cannot answer, using this document, FAQs where available, other documents & GM resources, per our <i>Field Action Handling Process</i>, set an alarm in Siebel (Scheduled F/U) to follow-up with the Customer in 2 business days, and escalate as follows:</p> <ul style="list-style-type: none"> Escalate locally at the Site first: Advisor > Team Lead > SPL If the Site can't provide answer/guidance, escalate to the FA Communications BPL via BLUEFAQ in Siebel <ul style="list-style-type: none"> Activity Type=<u>Escalation Activity</u>, Status =<u>Not Started</u>, Assigned to=<u>BLUEFAQ</u> In order for the escalation to reach the BPL, your escalation must be coded exactly as shown above. 		

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