

Product Safety Recall

N202312100 Seat Belt Cable Separation – US Only



Release Date: November 2020

Revision: 01

Revision Description: This bulletin has been updated to include the customer letter. Please discard all previous copies of N202312100.

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 October 15, 2020. 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.
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Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Caprice PPV	2014	2016		
Chevrolet	SS				

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 Caprice Police Pursuit Vehicles (PPVs) and Chevrolet SS vehicles that were subject to NHTSA Recall No. 16V518 and may not have received a complete repair under the recall. The flexible steel cable that connects the safety belt to the vehicle at the outside of the front driver seat can fatigue and separate over time if the driver's movement into the seat repeatedly bends the steel seat belt cable down against the seat edge. The covering on the cable may show visible signs, including tears, holes, or wear marks. In a crash, a fatigued cable could break, reducing the effectiveness of the vehicle's safety belts and increasing the risk of injury to the occupant. As part of the remedy under NHTSA Recall No. 16V518 (bulletin 31340), dealers were instructed to install a new seat trim piece with a redesigned opening for improved cable routing. In some of the vehicles repaired under that recall, dealers did not replace the seat trim as specified.
Correction	Dealers will inspect the vehicles to determine whether the new seat trim was installed and, if necessary, replace the trim. Dealers will also inspect and, if necessary, replace the pretensioner cable assembly.

Parts

Quantity	Part Name	Part No.
1	Cover Asm-F/Seat Cushion Outer Finish	92507580
1	Cover Asm-F/Seat Cushion Outer Finish	92507359
1 (If Req'd)	Tensioner Kit-Driver Seat Belt	19353065

IMPORTANT: Due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock. Parts should only be ordered when inspection determines that it is necessary to replace the parts.

Note: Use the vehicle identification number (VIN) and the GM Electronic Parts Catalog (EPC) to determine which Driver Side Front Seat Cushion Outer Finish Cover to order.

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
9104967	Install Driver Side Front Seat Cushion Outer Finish Cover ADD: Replace the Front Seat Belt Anchor Plate Tensioner (Includes Pyrotechnic Disposal)	0.3 0.5	ZFAT	N/A
9105335	Customer Reimbursement Approved - For USA dealers only	N/A	ZFAT	*

Product Safety Recall

N202312100 Seat Belt Cable Separation – US Only



9105336	Customer Reimbursement Denied – For USA dealers only	N/A	ZFAT	**
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Note: To avoid having to “H” route the customer reimbursement transaction for approval, it must be submitted prior to the repair transaction.

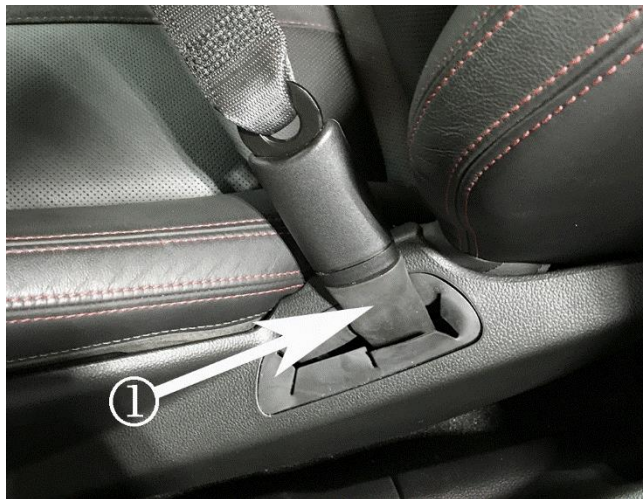
* For USA: Submit the dollar amount reimbursed to the customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.

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

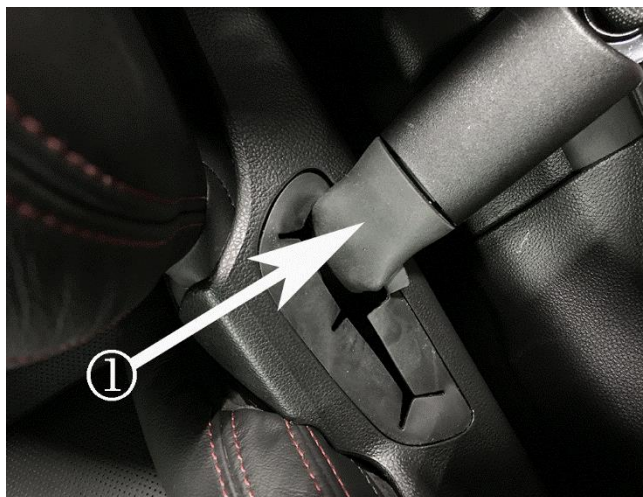
IMPORTANT: Using IVH, verify that either the seat belt pretensioner service bracket has been installed or the pretensioner assembly replaced under Safety Recall #31340.

INSPECTION PROCEDURE

1. Using the seat adjustment switch, move the driver seat as far rearward and downward as possible. The front safety belt cable sleeve (hereinafter, “sleeve”) covers the flexible steel cable that connects the safety belt to the vehicle at the front outside seating position. The sleeve is covered by the seat trim and comes out of the slot on the side of the front seat.



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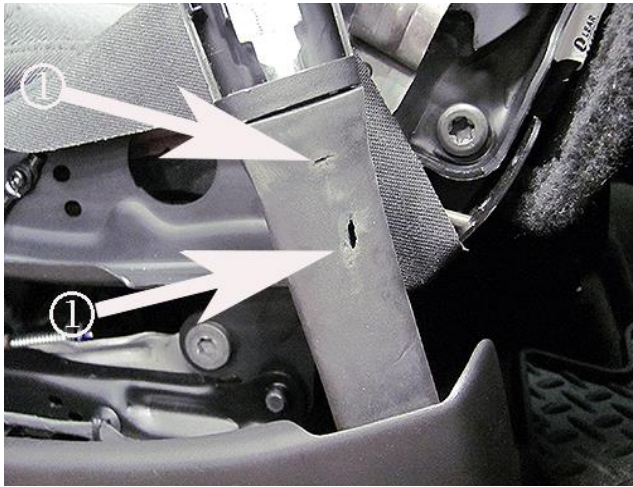


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2. Inspect the sleeve for any cuts or cracks. Bend the cable toward the inside and outside of the vehicle and inspect the area near arrows (1) above.

Product Safety Recall

N202312100 Seat Belt Cable Separation – US Only



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

- If **any damage** is found, replace the tensioner and revised seat trim listed above. Refer to *Front Seat Belt Anchor Plate Tensioner Replacement* in SI.
- If no damage is found, only install the revised seat cushion outer finish cover.

SEAT CUSHION OUTER FINISH COVER INSTALLATION



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Product Safety Recall

N202312100 Seat Belt Cable Separation – US Only



Transfer the power seat switch assembly from the existing seat cushion outer finish cover and install the revised seat cushion outer finish cover. Refer to *Front Seat Cushion Outer Finish Cover Replacement* in SI.

Dealer Responsibility – For USA (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/repared 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 - General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

Product Safety Recall

N202312100 Seat Belt Cable Separation – US Only



Customer Reimbursement

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

Product Safety Recall

N202312100 Seat Belt Cable Separation – US Only



IMPORTANT SAFETY RECALL

November 2020

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 2014-2016 model year Chevrolet Caprice Police Pursuit Vehicles (PPVs) and Chevrolet SS vehicles that were subject to NHTSA Recall No. 16V518 and may not have received a complete repair under the recall. 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 N202312100.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

The flexible steel cable that connects the driver's seat belt to the vehicle at the outside of the front driver seat can fatigue and separate over time if the steel seat belt cable repeatedly bends down against the seat edge as the driver enters and exits the vehicle. The covering on the cable may show visible signs, including tears, holes, or wear marks. In a crash, a fatigued cable could break, and may not properly restrain the driver, increasing the risk of injury to the occupant.

GM initiated a prior safety recall related to this condition in October 2016 (NHTSA Recall No. 16V518). As part of the remedy, dealers were instructed to install a new seat trim piece with a redesigned opening for improved cable routing. The seat trim in your vehicle may not have been replaced as specified.

What will we do?

Your GM dealer will inspect the vehicle to determine whether the new seat trim was installed and, if necessary, replace the trim. Dealers will also inspect and, if necessary, replace the pretensioner cable assembly. 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 inspection and service correction time of approximately 55 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
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

Product Safety Recall

N202312100 Seat Belt Cable Separation – US Only



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 20V638.

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: N202312100