

GM CUSTOMER CARE AND AFTERSALES
DCS3691
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 22, 2015

Subject: Upcoming Safety 15031 - Update
Customer Advisory Letter Mailing

Models: 2011-2012 Chevrolet Malibu

To: All Chevrolet Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, Used Vehicle Sales Manager,
and Warranty Administrator

On May 7, 2015, all Chevrolet dealers were advised via GM GlobalConnect message G_0000216174 of upcoming safety recall 15031. This product field action involves the flexible steel cable that connects the safety belt to the vehicle at the outside of the front outboard seating positions on certain 2011-2012 model year Chevrolet Malibu vehicles.

As required by the National Highway Traffic Safety Agency (NHTSA), GM began notifying involved customers of this safety recall on June 16, 2015. This letter advises customers that parts are not currently available to repair their vehicle and that they will receive another letter when parts become available.

Also included with the letter is an inspection procedure that we are asking the customer to perform. Note that the inspection procedure states the following:

“If either the driver or passenger sleeves show any cuts or cracks, please stop driving your vehicle and immediately contact your GM dealer. Your dealer will arrange for your vehicle to be towed to the dealership at no charge and provide you with a free loaner vehicle while the damaged safety belt assembly is replaced. **Note that this replacement is a temporary repair and your vehicle will still need to be serviced when parts are available.**”

“If both driver and passenger sleeves show no visible cuts or cracks, no further action is required until you receive a second letter from GM asking you to take your vehicle to your dealer for the permanent repair.”

A copy of the advisory letter and inspection procedure is attached to this message.

If a customer contacts your dealership because either the driver or passenger sleeves are cut or cracked, please instruct the customer to stop driving the vehicle and that you will arrange for the vehicle to be towed to the dealership at no charge. If a replacement **safety belt assembly** is not readily available, please provide the customer with a free loaner vehicle until the damaged **safety belt assembly** is replaced. Installation of the current **safety belt assembly** is a temporary repair for this condition. The customer will need to return to your dealership to have the permanent repair performed when it becomes available.

Use the Vehicle Identification Number (VIN) and the GM Electronic Parts Catalog (EPC) to determine which safety belt assembly to order. Submit a warranty transaction using the table below for this temporary repair. All transactions should be submitted as a ZFAT transaction type.

Labor Code	Description	Labor Time
9101488	Replace Driver Side Front Safety Belt Assembly	0.6*
9101489	Replace Passenger Side Front Safety Belt Assembly	0.6*
9101490	Replace Both Front Safety Belt Assemblies	1.1*

* Includes 0.2 hours to deploy pyrotechnic device.

END OF MESSAGE
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