



# Recall Bulletin

## PRODUCT SAFETY RECALL

**SUBJECT:** Safety Belt Lap Anchor Tensioner Cable

**MODELS:** 2011-2012 Chevrolet Malibu

The bulletin has been revised to update the Part Information instructions. Please discard all copies of bulletin 15031.

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.

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.

### CONDITION

General Motors has decided that a defect which relates to motor vehicle safety exists in 2011-2012 model year Chevrolet Malibu vehicles. The flexible steel cable that connects the safety belt to the vehicle at the outside of the front outboard seating positions can fatigue and separate over time as a result of occupant movement into the seat. In certain seating positions, the seat belt's flexible steel cable (or "tensioner cable") can be located in a forward position allowing the occupant to sit on top of it while entering the vehicle. This action can bend the steel cable at a severe angle over the seat side shield, which over time may cause the cable to fatigue and separate. 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.

### CORRECTION

Dealers are to replace both of the front outboard lap anchor mounting brackets to relocate the tensioner. They will also inspect and, if necessary, replace both front safety belt tensioners.

### VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to US and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained 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 is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

### PART INFORMATION

**Important:** It is estimated that ONLY 10% of involved vehicles will require Part Number 19210346 - Driver Seat Belt Tensioner replacement and ONLY 1% will require Part Number 19210345 - Passenger Seat Belt Tensioner after inspection. 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 seatbelt tensioner. A sample of replaced parts may be returned to GM Warranty Parts Center (WPC) for review. If inspection procedures are not followed, the warranty repair may be debited.**

**For U.S. and Canada:** Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCCA). Seatbelt Tensioners are currently in limited supply. Order parts on a CSO = Customer Special Order only. All DRO's will be cancelled. Please do not place orders as SPAC as this will delay shipment of the order and will not provide visibility of the order in the parts ordering system. **All orders will be reviewed prior to being filled.**

**Note:** Due to flight restrictions for the transport of hazardous material shipments, replacement Seatbelt Tensioners cannot be air freighted for overnight delivery. Orders will arrive via FedEx Ground or with the normal PDC delivery.

For Export: An initial supply of bracket kits required to complete this recall will be pre-shipped to involved regions of record. All orders placed prior to the pre-ships will be cancelled. Additional parts, if required, are to be obtained through the GMCCA Export Order Fulfillment group, when ordering opens.

Part Number	Description	Quantity/Vehicle
23409629*	SEAT BELT PACKAGE	1
19210345	TENSIONER, PASSENGER SEAT BELT	As Required
19210346	TENSIONER, DRIVER SEAT BELT	As Required

\*This kit includes left and right seat belt anchor plate tensioner mounting brackets and four mounting nuts.

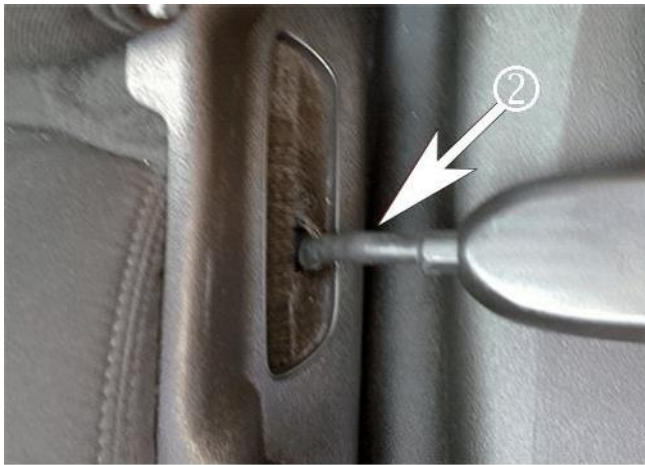
### SERVICE PROCEDURE

Use the following steps to install revised left and right seat belt anchor plate tensioner mounting brackets and to inspect the left and right front seat belt anchor plate tensioner cables for damage. If one or both of cables display damage, it will be necessary to replace the affected front seat belt anchor plate tensioner. The seat belt cable shrink sleeve covers the flexible steel cable that connects the safety belt to the vehicle's floor pan at the outside of the front outboard seating positions. It is covered by the seat trim and comes out of the slot on the side of the seat.

1. Move the front seats to the full rearward and full downward position.

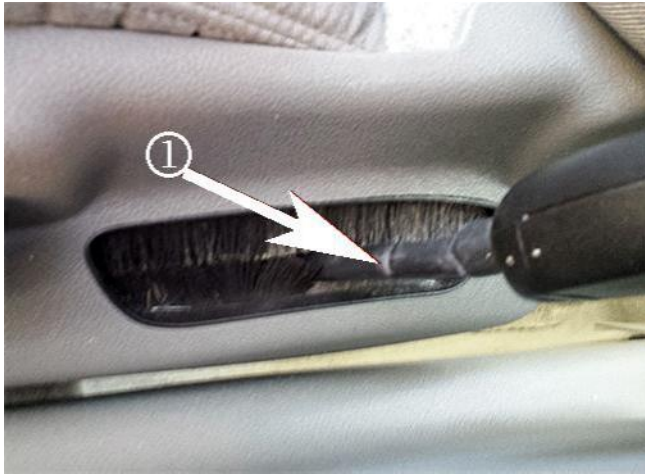


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2. Inspect the safety belt shrink sleeve for any cuts or cracks. Bend the seat belt cable toward the inside (1) and outside (2) of the vehicle and carefully inspect for any cuts or cracks in the shrink sleeve.

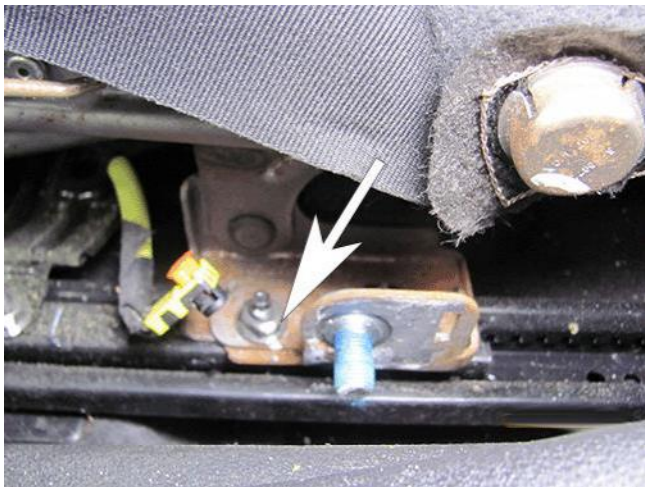


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3. If a sleeve is cut or cracked on the cable (1) or where the cable meets the buckle (2), replace the front seat belt anchor plate tensioner in step #10.
4. Remove the front seat belt anchor plate tensioner. Refer to *Front Seat Belt Anchor Plate Tensioner Replacement* in SI. If the shrink sleeve does not show any damage, it is not necessary to disconnect the anchor plate from the belt.



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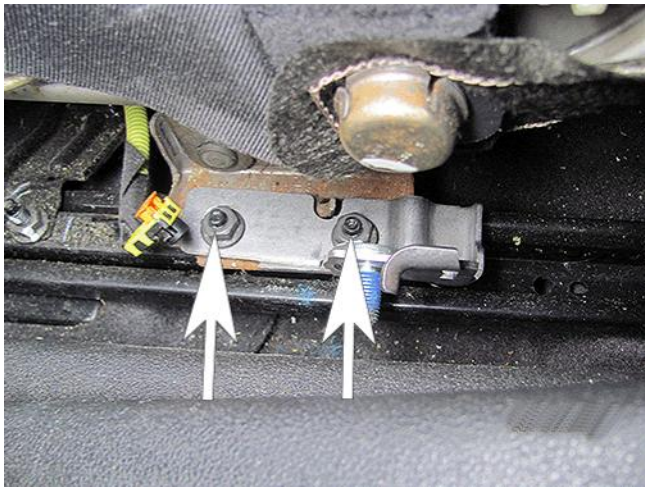
5. Locate the seat belt tensioner mounting bracket on the seat frame.
6. Remove the two attachment nuts and discard the nuts, new nuts are included with the kit.



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**Note:** On some seats the bracket may be between the seat frame and seat track instead of on top of the frame. It may be necessary to remove the two front seat frame to seat track nuts and lift the seat away from the track in order to service the bracket.

- 7. Remove and discard the old mounting bracket.
- 8. Install the new mounting bracket, note there are left hand and right hand brackets. Insure the correct bracket is installed.



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- 9. Install two new fasteners, **Tighten** 19-25 N.m (14-18 lb. ft.)



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**Note:** Ensure the seat belt buckle cable is routed **BEHIND THE TAB** on the replacement mounting bracket.

10. Reinstall the seat belt anchor plate tensioner. If the shrink sleeve was found to be damaged in step #2 above, replace the affected front seat belt anchor plate tensioner. Refer to *Front Seat Belt Anchor Plate Tensioner Replacement* in SI.

11. Repeat steps #1-10 on the opposite seat.

#### CUSTOMER REIMBURSEMENT - For U.S.

Customer requests for reimbursement of previously paid repairs for the recall condition are to be submitted to the dealer by December 31, 2016, unless otherwise specified by state law. If this is not convenient for the customer, the customer may mail the completed Customer Reimbursement Request Form and all required documents to the GM Customer Assistance Center.

**All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.**

When a customer requests reimbursement, they must provide the following:

- A completed Customer Reimbursement Request Form. This form is mailed to the customer or can be obtained through GM GlobalConnect.
- The name and address of the person who paid for the repair.
- Paid receipt confirming the amount of the repair expense, a description of the repair, and the person or entity performing the repair.

**IMPORTANT:** GM requires dealers to approve or deny a reimbursement request within 30 days of receipt. If a reimbursement request is approved, the dealer should immediately issue a check to the customer and submit an appropriate warranty transaction for the incurred expense. If a reimbursement request is denied, the dealer **MUST** provide the customer with a clear and concise explanation, in writing, as to why the request was denied. The bottom portion of the Customer Reimbursement Request Form may be used for this purpose. If the denial was due to missing documents, the customer can resubmit the request when the missing documents are obtained, as long as it is still within the allowed reimbursement period.

Warranty transactions for customer reimbursement of previously paid repairs are to be submitted as required by GM Global Warranty Management. Additional information can also be found in Warranty Administration Bulletin 11-00-89-004.

#### CUSTOMER REIMBURSEMENT - For Canada and Export

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by December 31, 2016.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of unreimbursed repair expense(s) (including Service Contract deductibles), a description of the repair, and the person or entity performing the repair.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

#### WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

**Note:** To avoid having to "H" route the customer reimbursement transaction for approval, it must be submitted prior to the repair transaction.

Labor Code	Description	Labor Time	Net Item
9101514	Install Left and Right Seat Belt Tensioner Mounting Brackets ADD: To Replace Each Seat Belt Anchor Plate Tensioner (Includes Deploy Pyrotechnic Device)	0.9 0.3	N/A
9101854	Customer Reimbursement Approved	0.2	*
9101855	Customer Reimbursement Denied - For US dealers only	0.1	N/A

**Note:** Customer reimbursement will not close this recall. The service procedure must also be performed on the vehicle.

\* The amount identified in "Net Item" should represent the dollar amount reimbursed to the customer.

#### CUSTOMER NOTIFICATION – For U.S. and Canada

General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

#### CUSTOMER NOTIFICATION – For Export

Letters will be sent to known owners of record located within areas covered by the U.S. National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

#### DEALER RECALL RESPONSIBILITY – For U.S. and Export (U.S. 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 U.S. 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 U.S. National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

**DEALER RECALL RESPONSIBILITY – All**

All unsold new vehicles in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this recall bulletin before customers take possession of these vehicles.

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 recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.







# IMPORTANT SAFETY RECALL

November 2015

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 2011-2012 model year Chevrolet Malibu vehicles. 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 15031.
- 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 safety belt to the vehicle at the outside of the front outboard seating positions can fatigue and separate over time as a result of occupant movement into the seat. In certain seating positions, the seat belt's flexible steel cable (or "tensioner cable") can be located in a forward position allowing the occupant to sit on top of it while entering the vehicle. This action can bend the steel cable at a severe angle over the seat side shield, which over time may cause the cable to fatigue and separate. 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.

### What will we do?

Your GM dealer will replace both of your vehicle's front outboard lap anchor mounting brackets to relocate the tensioner. The dealer will also inspect the flexible steel cable and, if necessary, replace both front safety belt tensioners. 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 service correction time of approximately one hour and thirty five 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 already had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have 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. The completed form and required documents must be

presented to your dealer or received by the Reimbursement Department by December 31, 2016, unless state law specifies a longer reimbursement period.

**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	1-800-222-1020	1-800-833-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

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 15V269.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jeffrey M. Boyer  
Vice President  
Global Vehicle Safety

Enclosure  
GM Recall #15031