

Representative Letter – Customer letters are brand, model and model year specific; listing the 17-digit VIN and are personalized.



IMPORTANT SAFETY RECALL

June 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 certain 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.
- Parts to repair your vehicle are not currently available. When parts are available, we will send you another letter asking you to contact your GM dealer to arrange a service appointment.
- 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?

Parts to repair your vehicle are not currently available, but when parts are available, your GM dealer will replace the front outboard lap anchor mounting bracket to relocate the tensioner. Dealers will also inspect the covering on the cable for tears, holes, or wear marks, and if necessary, replace the lap pretensioner. This service will be performed for you at **no charge**.

We are working as quickly as possible to correct this condition. When parts are available, we will send you another letter asking you to take your vehicle to your GM dealer to have your vehicle serviced. You can also check the status of this recall at www.recalls.gm.com. If you have already paid for repairs for this condition, a reimbursement request form will be included with the second letter.

What should you do?

As a precaution, until we are able to service your vehicle for this condition, please inspect both front outer safety belt cable sleeves (driver and passenger side) as per the inspection procedure enclosed with this letter, and follow the instructions provided.

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
Guam	1-671-648-8450	
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

Inspection Overview



This inspection must be performed on both the driver and passenger side safety belt cable sleeve. If these front sleeves are cut or cracked either on the cable (see arrow 1 above) or where the cable meets the buckle (see arrow 2 above), the safety belt assembly should be replaced. If the sleeve shows only scuffs or wear marks (no cuts or cracks), replacement is not necessary.

Inspection Steps

- Using the seat adjustment switch or lever, move both front seats as far rearward and downward as they will go. 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 positions. The sleeve is covered by the seat trim and comes out of the slot on the side of the front seat.



- Inspect the sleeve for any cuts or cracks. Bend the cable toward the inside (see arrow 1 above) and outside (see arrow 2 above) of the vehicle and carefully inspect for any cuts or cracks in the sleeve. This inspection must be performed on both the driver and passenger safety belt cable sleeves.
 - 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.