

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4165
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 24, 2016

Subject: 15822B - Safety Recall
Seatbelt Lap Anchor Tensioner Cable – Driver's Side
Important Information - Performing Service Procedure

Models: 2014-2015 Chevrolet Silverado 1500 Series
2014-2015 GMC Sierra 1500 Series

To: All Chevrolet and GMC Dealers

General Motors has received comments from customers regarding the quality of the repair for safety recall 15822B. Specifically, some customers have stated that after the repair was performed, a larger than specified seatbelt trim opening with uneven and jagged edges was visible.

Most Chevrolet and GMC dealers are performing this repair with the level of professional execution and precision that our customers expect, however, we have seen examples of poor workmanship and/or indifference to the published service procedure. This is unacceptable and must be corrected.

The proper execution of this repair requires using the template and following the detailed instructions provided in the recall bulletin without exception. Doing so will ensure that a consistent and uniform repair is performed on each involved vehicle. The images below show a properly completed repair and a repair that was carelessly done not following the instructions.



Example of properly executed repair.



Example of poorly executed repair.

Note excessive opening size with uneven and jagged edges.

Our customers are entitled to a professionally executed and precise repair each and every time their vehicle is serviced. Your due diligence in maintaining this high standard is appreciated.

END OF MESSAGE
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