

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4171  
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 30, 2016

Subject: Upcoming Safety Recall 31340 – Update  
Customer Advisory Letter Mailing

Models: 2014-2016 Chevrolet SS  
2014-2016 Chevrolet Caprice PPV

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 July 7, 2016, Chevrolet dealers were advised via GM GlobalConnect message GCUS-3-609 of upcoming safety recall 31340. This product field action involves the flexible steel cable that connects the safety belt to the vehicle at the outside of the front driver seating position on certain 2014-2016 model year Chevrolet Caprice PPV and 2014-2016 model year Chevrolet SS vehicles.

As required by the National Highway Traffic Safety Agency (NHTSA), GM will begin notifying involved customers of this safety recall on August 30, 2016. 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 the driver (seat belt) sleeve shows any cuts, cracks, or wear through, 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 front seat belt anchor plate tensioner 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 the driver sleeve shows 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 are attached to this message.

If a customer contacts your dealership because the driver sleeve is cut, cracked, or worn through, 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.

Whenever possible, dealers should utilize GM Roadside Service to facilitate the tow by calling 1-855-381-5826.

If a replacement front seat belt anchor plate tensioner assembly is not readily available, please provide the customer with a free loaner vehicle until the damaged assembly is replaced. Installation of the current front seat belt anchor plate tensioner assembly is a temporary repair for this condition using the currently available part. 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 |
|------------|--|------------|
| 9102524    | Temporary Repair - Replace Front Seat Belt Anchor Plate Tensioner Assembly (Driver Side) | 1.0*       |

\* Includes time to deploy pyrotechnic device.

**Parts for the permanent repair are expected to be available in mid-October.** At that time, the service bulletin will be issued, in-stock vehicles may be repaired, and customers will be re-contacted to return for the permanent remedy. If timing changes for part availability, updates will be communicated via GlobalConnect.

END OF MESSAGE  
GLOBAL SAFETY FIELD INVESTIGATIONS