



# Recall Bulletin

## PRODUCT SAFETY RECALL

**SUBJECT:** Seatbelt Lap Anchor Tensioner Cable – Driver’s Side

**MODELS:** 2014-2015 Chevrolet Silverado 1500 Series  
2014-2015 GMC Sierra 1500 Series

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.

Vehicles involved in this recall were placed on stop delivery April 11, 2016. Once the service procedure contained in this bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

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 **certain** 2014-2015 model year Chevrolet Silverado 1500 Series and GMC Sierra 1500 Series vehicles. Some of these vehicles have a condition in which the flexible steel cable that connects the driver’s seat belt to the outboard side of the seat (the “tensioner cable”) can fatigue and separate over time as a result of occupant movement into the driver’s seat. In a crash, a fatigued tensioner cable could break, reducing the effectiveness of the vehicle’s seat belts increasing the risk of injury to the driver.

### CORRECTION

For new, unused, and unsold vehicles still in the dealership with less than 50 miles (80 km) on the odometer, dealers are to replace the driver-side seat belt retractor.

### 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

### Parts Pre-Ship Information – For USA and Canada

**Note:** This recall has two different remedies; one for new, unused, and unsold vehicles in dealer inventory with less than 50 miles (80 km) on the odometer, and another remedy for unsold new vehicles with 50 miles (80 km) or more on the odometer, used vehicles, and customer vehicles. Currently, parts are only available in limited supply to remedy new, unused, and unsold inventory vehicles with less than 50 miles (80 km) on the odometer.

An initial supply of parts were pre-shipped to involved dealers of record on April 25, 2016, for involved **new, unused, and unsold vehicles in dealer inventory which have never been put into service and have less than 50 miles (80 km) on the odometer**. The remedy for these vehicles brings them into the same state as currently produced new vehicles. The amended VIN list of 1,084 attached to the dealer message are the only vehicles identified which fit this remedy criteria. All other involved VINs are excluded from this remedy.

Part availability and timing to remedy the used vehicles and new vehicles with 50 miles (80 km) or more on the odometer will be announced at a future date. These vehicles require a different remedy than the vehicles announced on this release of the bulletin. **Again, VIN's for these vehicles are not included in this bulletin.**

**International orders for vehicles requiring the first remedy will be reviewed on a case-by-case basis.**

**Note:** Due to flight restrictions for the transport of hazardous material shipments, replacement retractors cannot be air freighted for overnight delivery. Orders will arrive via FedEx Ground or with the normal PDC delivery. Pre-shipped parts will be charged to dealer's open parts account.

**Note:** Use the vehicle identification number (VIN) and the GM Electronic Parts Catalog (EPC) to determine which part to order.

Part Number	Description	Quantity/Vehicle
19330320	Belt Kit – Driver Seat	1
19330321	Belt Kit – Driver Seat	1
19330322	Belt Kit – Driver Seat	1
19330323	Belt Kit – Driver Seat	1
19330297	Belt Kit – Driver Seat	1
19330298	Belt Kit – Driver Seat	1
19330299	Belt Kit – Driver Seat	1

## SERVICE PROCEDURE

**Note:** This recall has two different remedies; one for new, unused, and unsold vehicles in dealer inventory with less than 50 miles (80 km) on the odometer, and another remedy for unsold new vehicles with 50 miles (80 km) or more on the odometer, used vehicles, and customer vehicles. The first remedy is replacing the retractor assembly with a revised design that will position the buckle out of harm's way. The second remedy for customer vehicles already in service will involve installing a bracket that repositions the tensioner cable, and if necessary replace the pretensioner. The parts for the second remedy are not currently available. When they are, the bulletin will be revised. Currently, parts are only available in limited supply to remedy new inventory vehicles with less than 50 miles (80 km) on the odometer.

### **Inventory Vehicles with Less than 50 miles (80 km) on the Odometer**

1. Replace the driver side seat belt retractor pretensioner assembly. Refer to *Seat Belt Retractor Pretensioner Replacement – Front* in SI.

## FLOOR PLAN REIMBURSEMENT

Dealers in possession of vehicles included in the Stop Delivery are eligible for reimbursement of floor plan expense upon completion of this recall. This reimbursement is limited to the number of days from the Stop Delivery message to receipt of the recall parts and/or repair procedures. Floor plan reimbursement beyond these dates is not allowed. The amount of reimbursement should be charged as a net amount expense using the recall labor operation provided.

## COURTESY TRANSPORTATION – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

**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 floor plan transaction for approval, it must be submitted prior to the repair transaction.*

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>	<b>Net Item</b>
9102148	Driver Seat Retractor Side Belt Replacement	0.7	N/A
9102186	Floor Plan Reimbursement	N/A	*

\* The amount identified in "Net Item" should represent the product of the vehicle's average daily interest rate (see table below) multiplied by the actual number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop delivery message (April 11, 2016) to the date the repair is completed and the vehicle is ready for sale (not to exceed 17 days):

<b>Vehicle</b>	<b>US Reimbursement Amount</b>	<b>Canadian Reimbursement Amount</b>
2014 Chevrolet Silverado LD	\$ 4.49	\$ 6.07
2015 Chevrolet Silverado LD	\$ 5.14	\$ 6.17
2014 GMC Sierra LD	\$ 4.59	\$ 6.28
2015 GMC Sierra LD	\$ 5.54	\$ 6.30

**CUSTOMER NOTIFICATION** – For US and Canada

General Motors will notify customers of this recall on their vehicle.

**CUSTOMER NOTIFICATION** – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act.

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

## DEALER RECALL RESPONSIBILITY – All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

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. 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.

