



Bulletin No.: 15822C  
Date: January 2017

# 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

This bulletin has been revised to provide an amended service procedure. Specifically, dealers will no longer be required to remove, modify and reinstall the seat side shield. Effective immediately, dealers are to remove and replace the seat side shield. The Correction, Part Information, Service Procedure, and Warranty Transaction Information sections have been revised accordingly. All vehicles previously repaired with a modified seat side shield do not require any additional repairs and the recall is considered closed. Please discard all copies of bulletin 15822B.

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

Dealers are to install a pusher bracket on the tensioner, replace the seat side shield, and if necessary, replace the tensioner assembly.

### 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 required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCCA). Please refer to your “involved vehicles listing” before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

**Tensioner Kits failure rate is only 2%.** Limited stock available, dealers are encouraged not to order recall parts for use as shelf stock.

**Lumbar Lever is for manual RPO only and estimated 7% of VINS impacted.** Please check RPO before ordering, limited stock available. Dealers are encouraged not to order recall parts for use as shelf stock.

**For Export:** Please contact CCA’s Export Order Fulfillment group to place the order on your behalf.

**IMPORTANT NOTE:** The Driver’s Seat Belt Tensioner Kit is considered as hazardous goods, consequently, due to flight restrictions for hazardous goods shipments, dealer orders may arrive via FedEx or with your normal PDC delivery. Therefore, dealers should order **ONLY** as DRO = Daily Replenishment or CSO = Customer Special Order. Please **do not place orders as SPAC**; it will delay shipment of the order and will not provide visibility. Please note, parts will not be shipped overnight. Plan accordingly for transit time to reach your facility.

**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
84160781	Bracket, Driver Seat Belt	1
84147962	Pnl-Side Shield*	1
84147953	Pnl-Side Shield*	1
84147952	Pnl-Side Shield*	1
84147954	Pnl-Side Shield*	1
84147959	Pnl-Side Shield*	1
84147958	Pnl-Side Shield*	1
84147957	Pnl-Side Shield*	1
19328683	Tensioner Kit – Driver Seat Belt	1 (If Required)
19329223	Tensioner Kit – Driver Seat Belt	1 (If Required)
19329224	Tensioner Kit – Driver Seat Belt	1 (If Required)
19329227	Tensioner Kit – Driver Seat Belt	1 (If Required)
23462096	Handle – Front Seat Bk Lumbar (Manual Seat Only)	1 (If Required)
23462097	Handle – Front Seat Bk Lumbar (Manual Seat Only)	1 (If Required)

\* Seat side shields have been added and are in limited supply. Dealers are encouraged not to order for use as shelf stock. Please refer to your “involved vehicles listing” before ordering parts.

## SERVICE PROCEDURE

**Important:** All vehicles previously repaired with a modified seat side shield do not require any additional repairs and the recall is considered closed.

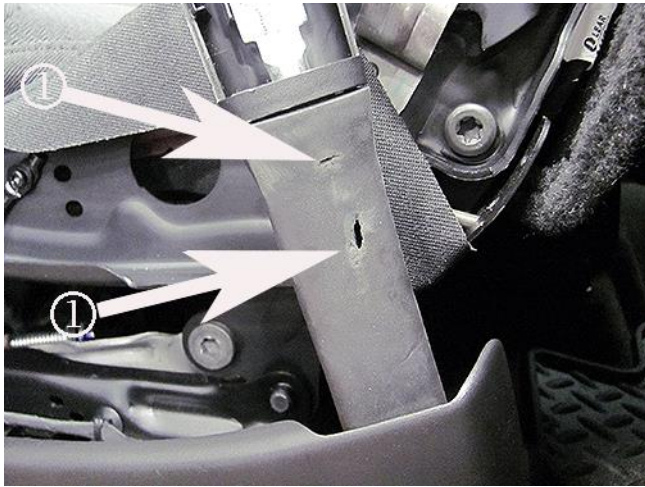
Use the following steps to install a driver’s side front seat belt tensioner bracket, install a new revised seat side shield and inspect the flexible steel cable and cover that connects the driver’s side seat belt to the outboard side of the seat.

1. Move the driver seat to the full forward and full down position.

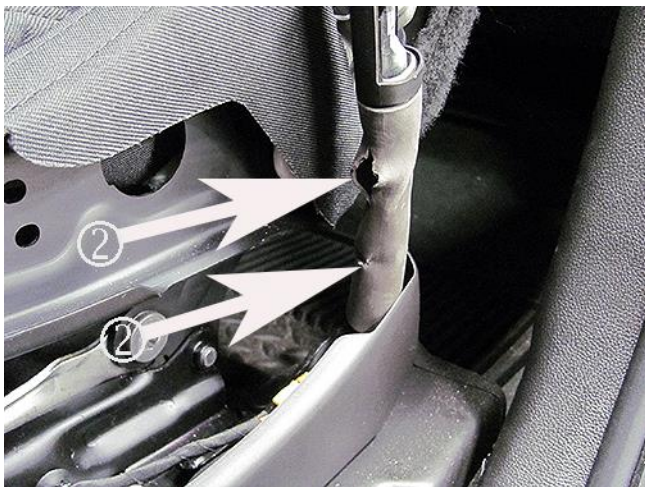


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2. Inspect the tensioner cable cover for damage. Inspect the complete cable from the base of the cable to the buckle.



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This damage will be in the form of holes (1) or splitting (2).

- If **any damage** is found, replace the tensioner while performing the bracket installation.
- If no damage is found, install the seat tensioner bracket using the existing tensioner.

### **BRACKET INSTALLATION**

**Note:** The service bracket shown in the procedure below is bare metal. The service part that you receive will be coated with a black finish.

1. Remove the driver seat belt anchor plate tensioner cover. Refer to *Front Seat Belt Anchor Plate Tensioner Cover Replacement* in SI.





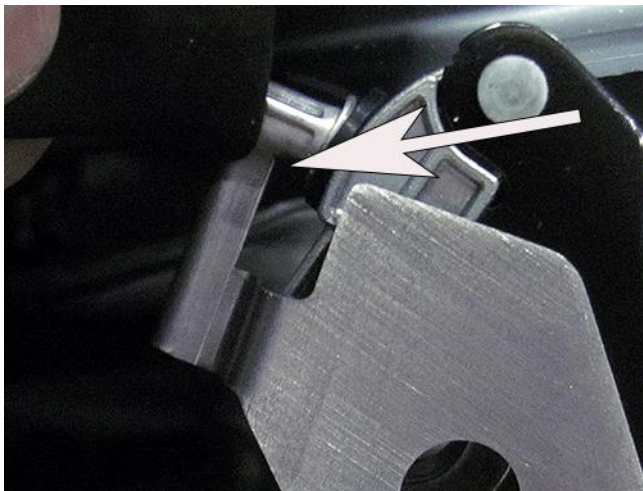
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2. Remove the anchor plate tensioner mounting bolt. The retaining washer can be discarded, it does not need to be reinstalled. Refer to *Front Seat Belt Anchor Plate Tensioner Replacement* in SI.



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3. Install the service bracket as shown.



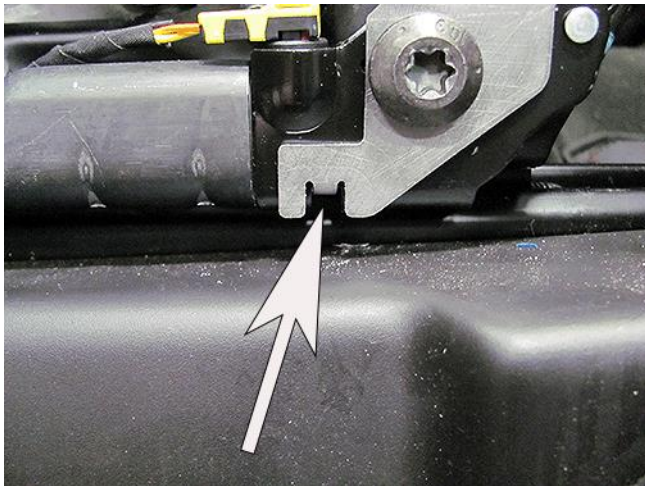
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4. Ensure the tensioner cable is positioned on the outside of the tab on the bracket.



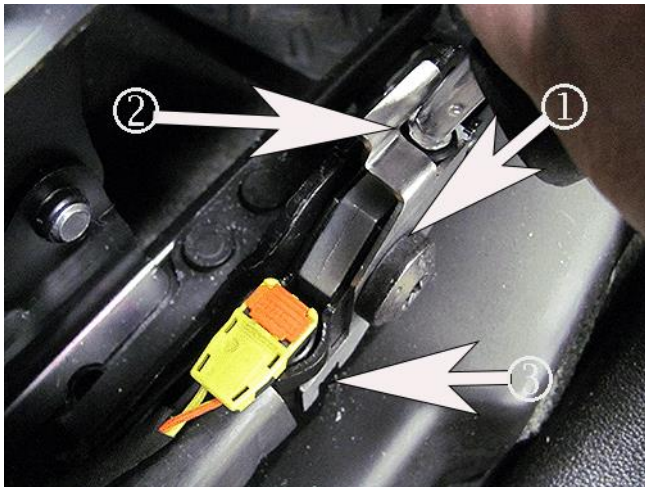
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5. Assemble the tensioner assembly, service bracket and bolt.



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6. Start the bolt and ensure the lower tab on the bracket is correctly positioned in the notch on the tensioner.



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7. Verify the bolt is seated properly (1), the cable position is correct (2) and the lower tab is correctly positioned (3).
8. Tighten the mounting bolt: **Tighten** 45 Nm (33 lb ft).



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9. Transfer the seat switch and hardware onto the new seat side shield panel. Refer to *Front Seat Cushion Outer Finish Cover Replacement* in SI.
10. Complete the installation of the seat belt anchor plate tensioner cover, seat cushion outer finish cover and anchor plate to seat belt bolt assembly. Refer to *Front Seat Belt Anchor Plate Tensioner Replacement* in SI.

#### FLOOR PLAN REIMBURSEMENT

Dealers in possession of new 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>
9102843	Install Driver Side Front Seat Belt Anchor Plate Tensioner Bracket, Includes Seat Trim Replacement ADD: Replace the Front Seat Belt Anchor Plate Tensioner*	0.4 0.4	N/A
9102186	Floor Plan Reimbursement	N/A	**

\* Includes deployment of pyrotechnic device.

\*\* 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 91 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 (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 US 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 US and Export (US States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle covered by this notification under a sale or lease until the defect or noncompliance is remedied. In addition, it is a violation of Federal law for a dealer to sell service stock that is subject to this notification.

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. 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 or interim inspection procedure is performed consistent with the guidance in this bulletin.





# IMPORTANT SAFETY RECALL

July 2016

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 2014-2015 model year Chevrolet Silverado Series 1500 and GMC Sierra Series 1500 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 recall 15822.
- 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 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.

**What will we do?**

Your GM dealer will enlarge the side shield opening, install a pusher bracket on the tensioner, and if necessary, replace the tensioner assembly. 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 up to 1 hour.

**What should you do?**

You should contact your GM dealer to arrange a service appointment as soon as possible.

**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
GMC	1-866-996-9463	1-800-462-8583
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 16V209.

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

GM Recall 15822