

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



# IMPORTANT SAFETY RECALL

August 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 all 2013-2016 model year Chevrolet Caprice Police Pursuit Vehicles and Chevrolet SS 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 31340.
- 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?

In certain seating positions, the safety 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 over the seat side shield, which over time may cause the cable to fatigue and separate if the driver's movement into the seat repeatedly bends the steel seat belt cable down against the seat edge. 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 ARE NOT CURRENTLY AVAILABLE**, but when parts are available, your GM dealer will inspect and, if necessary, replace the tensioner cable assembly. For vehicles that do not require tensioner assembly replacement, a cable guide will be installed. All vehicles will receive new seat trim with a redesigned opening for the cable routing. 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 approximately 1 hour.

### What should you do?

**As a precaution, until we are able to service your vehicle for this condition, please inspect the driver seat front outer safety belt cable sleeve per the inspection procedure enclosed with this letter, and follow the instructions provided.**

If your inspection shows the driver sleeve has 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 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.**

**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
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 16V518.

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 #31340

## General Motors Product Field Action Customer Reimbursement Request Form

**This section to be completed by customer (please print)**

Customer Name: \_\_\_\_\_

Street Address or P. O. Box Number: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Daytime Telephone Number (include Area Code): \_\_\_\_\_

Evening Telephone Number (include Area Code): \_\_\_\_\_

Date Request Form and Supporting Documentation Submitted to Dealer: \_\_\_\_\_

Vehicle Identification Number of Involved Vehicle: \_\_\_\_\_  
(17 Characters)

Mileage at Time of Repair: \_\_\_\_\_ Date of Repair: \_\_\_\_\_

Amount of Reimbursement Requested: \$ \_\_\_\_\_

**THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS REQUEST FORM.**

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- Description of problem, the repair performed, date of repair and who performed the repair.
- The total cost of the repair expense that is being requested.
- Proof of payment for the repair in question and the date of payment.

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Customer's Signature: \_\_\_\_\_

Submit this request form and the required documents to your GM dealer for processing. All reasonable and customary costs to correct the condition described in the letter that came with this form will be considered for reimbursement. If your request is approved, you will receive a check from your dealer. If your request is denied, you will receive a written explanation for the denial from your dealer. If your request is incomplete, your dealer will advise you what documentation is needed to complete the request and offer you the opportunity to resubmit the request when the missing documents are available. If you have any questions about this process or have waited 30 or more days for a response from your dealer, please contact the GM Customer Assistance Center at 1-800-204-0261.

**This section to be completed by dealer (please print)**

Bulletin No.: \_\_\_\_\_ Request Approved: \_\_\_\_\_ Date: \_\_\_\_\_ Amount: \$ \_\_\_\_\_

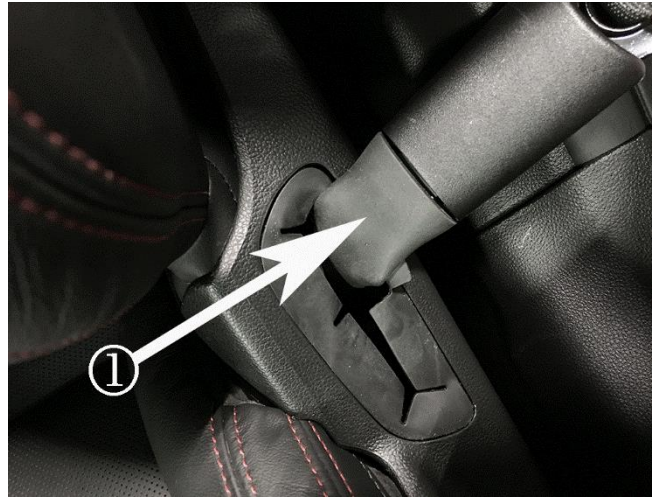
Request Denied: \_\_\_\_\_ Date: \_\_\_\_\_ Reviewed By: \_\_\_\_\_

Reason: \_\_\_\_\_

If denied, please provide a copy of this form to the customer and retain original for your files

## SAFETY BELT CABLE SLEEVE INSPECTION PROCEDURE FOR RECALL 31340

### Inspection Overview



This inspection is to be performed on the driver side safety belt cable sleeve (1). If the front driver seat sleeve is cut, cracked or worn through on the inboard or outboard side (see arrows 1 above) the safety belt assembly should be replaced. If the sleeve shows only scuffs or wear marks but no cuts or cracks, replacement is not necessary.

### Inspection Steps

1. Using the seat adjustment switch, move the driver seat as far rearward and downward as possible. 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 position. The sleeve is covered by the seat trim and comes out of the slot on the side of the front seat.
2. Inspect the sleeve for any cuts or cracks. Bend the cable toward the inside and outside of the vehicle and inspect the area near arrows (1) above. The sleeve shown below (2) requires replacement as a hole has worn through the sleeve.



- If the driver 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 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 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.