

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5717
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 17, 2021

Subject: N202323021 - Noncompliance Recall
Incorrect Torsion Bar Built into Front Seat Belt Retractors

Models: 2017 – 2018 Chevrolet Silverado HD
2017 – 2018 GMC Sierra HD

To: All General Motors Dealers

General Motors is releasing Noncompliance Recall N202323021 today. The total number of U.S. vehicles involved is approximately 25,962. Please see the attached bulletin for details.

Vehicles involved in this recall were placed on stop delivery November 12, 2020. Once the service procedure contained in the bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

Question and Answer Document (Q&A)

Attached to this message you will find a document that addresses the ten most likely questions customers may have regarding this Noncompliance Recall. Please use this information as an aid to confidently answer customer concerns.

Working Capital Assistance Program (WCAP) Eligibility

Vehicles which were in dealer inventory at the time of this bulletin release were eligible for WCA. Please refer to the attached bulletin and GlobalConnect Message GCUS-9-9188 for additional information.

Customer Letter Mailing

The customer letter mailing will begin on March 24, 2021.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated March 18, 2021 or sooner. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

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