

This is a representative letter. Customer letters are personalized and list specific model, model year and VIN.



IMPORTANT SAFETY RECALL

March 2021

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 certain 2017 - 2018 model year Chevrolet Silverado HD and GMC Sierra HD vehicles fail to conform, in part, to Federal Motor Vehicle Safety Standard (FMVSS) No. 209 "Seat Belt Assemblies". As a result, GM is conducting a recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT
<ul style="list-style-type: none"> • Your vehicle is involved in GM recall N202323021. • Schedule an appointment with your GM dealer. • This service will be performed for you at no charge.

Why is your vehicle being recalled?

The supplier of the driver's and front passenger's seat-belt retractor assemblies in these vehicles built those assemblies with different torsion bars than were used in testing the vehicles for compliance with the seat-belt elongation requirements of Section 4.4(b)(5) of FMVSS 209. The seat belt retractors may not perform as intended in certain frontal crashes, increasing the risk of injury in a crash.

What will we do?

Your GM dealer will replace affected seat-belt retractor assemblies with one containing the correct torsion bar. 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?

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 17V567.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Maryann L. Combs
Vice President
Global Vehicle Safety