

F/CMVSS Noncompliance Recall

N202323021 Incorrect Torsion Bar Built into Front Seat Belt Retractors



Release Date: March 2021

Revision: 00

Attention: 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 November 12, 2020. 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.

| Make | Model | Model Year | | RPO | Description |
|-----------|--------------|------------|------|-----|-------------|
| | | From | To | | |
| Chevrolet | Silverado HD | 2017 | 2018 | | |
| GMC | Sierra HD | | | | |

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

| | |
|-------------------|--|
| Condition | General Motors has decided that certain 2017 and 2018 model year Chevrolet Silverado Heavy Duty (2500 and 3500 Series) and GMC Sierra Heavy Duty (2500 and 3500 Series) vehicles fail to conform, in part, to Federal Motor Vehicle Safety Standard (FMVSS) No. 209, "Seat Belt Assemblies." 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. |
| Correction | Dealers will replace affected seat-belt retractor assemblies with one containing the correct torsion bar. |

Parts

| Quantity | Part Name | Part No. |
|----------|--|----------|
| 1 | Seat Belt Retractor (Driver's Side) | Use EPC |
| 1 | Seat Belt Retractor (Passenger's Side) | Use EPC |

Important: Due to limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which seat belt retractors to order.

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

Warranty Information

| Labor Operation | Description | Labor Time | Trans. Type | Net Item |
|-----------------|--|------------|-------------|----------|
| 9105473 | Replace Driver and Passenger Seat Belt Retractors | 0.9 | ZFAT | N/A |
| 9105474 | Floor Plan Reimbursement – NEW INVENTORY ONLY | N/A | ZFAT | * |
| 9105475 | Working Capital Assistance Program Reimbursement – USED INVENTORY ONLY | N/A | ZFAT | ** |

Note: To avoid having to "H" route the floor plan / WCAP transaction for approval, it must be submitted prior to the repair transaction.

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Floor Plan Reimbursement – NEW INVENTORY ONLY

* **USA Only** – For vehicles eligible for floor plan reimbursement, the amount should be submitted in Net Item/Miscellaneous. This amount 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 (November 12, 2020) to the date the repair is completed, and the vehicle is ready for sale (not to exceed 128 days):

| Vehicle | Floor Plan Reimbursement Amount | |
|-----------------------------|---------------------------------|--------|
| | USA | Canada |
| 2017 Chevrolet Silverado HD | \$6.23 | N/A |
| 2018 Chevrolet Silverado HD | \$7.74 | N/A |
| 2017 GMC Sierra HD | \$6.41 | N/A |
| 2018 GMC Sierra HD | \$7.31 | N/A |

Working Capital Assistance Program (WCAP) Reimbursement – USED INVENTORY ONLY

Note: USA Only - To avoid having to "H" route the WCAP transaction for approval, it must be submitted prior to the repair transaction.

Important: The WCAP ZSET transaction labor code, 9800060, provided in the dealer message sent on December 3, 2020, must have been submitted prior to the submittal of the ZFAT transaction labor code or the claim will reject.

** **USA Only** - For vehicles eligible under the Working Capital Assistance Program, the amount should be submitted in Net Item/Miscellaneous. This amount has been calculated to a daily value for the days that the vehicle was in used dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale/stop delivery order (November 12, 2020) to the date the inspection or repair closed the recall bulletin. (not to exceed 128 days).

| Vehicle | Working Capital Assistance Reimbursement Amount | |
|-----------------------------|---|--------|
| | USA | Canada |
| 2017 Chevrolet Silverado HD | \$15.63 | N/A |
| 2018 Chevrolet Silverado HD | \$22.08 | N/A |
| 2017 GMC Sierra HD | \$20.96 | N/A |
| 2018 GMC Sierra HD | \$23.25 | N/A |

Service Procedure

Replace the driver and passenger seat belt retractor assemblies. Refer to *Front Seat Belt Retractor Replacement (Heavy Duty)* in SI.

Dealer Responsibility – For USA & Export (USA 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 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.

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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 field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this recall. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses 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 may be a violation of law in several states.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual for courtesy transportation program details.

Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

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.



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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

- 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.

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Maryann L. Combs
Vice President
Global Vehicle Safety

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