

Questions and Answers for Safety Recall 18156 Driver's Seat Belt Pretensioner Cable

These questions and answers are being provided so that GM dealers may respond to anticipated inquiries from involved vehicle owners about the product field action identified above.

Q1) Which vehicles are involved?

A1) Certain 2015 - 2016 Chevrolet Silverado and Tahoe police and special-service vehicles.

Q2) What is the issue or condition?

A2) General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2015 – 2016 Chevrolet Silverado and Tahoe police and special-service vehicles. In rare circumstances based on usage, the flexible steel cable that connects the driver's seat belt to the outboard side of the seat (the "pretensioner cable") can fatigue and may separate over time as a result of occupant movement into the driver's seat.

Q3) What symptoms may be experienced? What warning signs may be associated with the issue or condition described?

A3) Depending on how a driver enters the vehicle, the driver can move the seat-belt pretensioner cable into a position forward of the seat back bolster, which allows the driver to sit on top of the pretensioner and cable guide in a sliding motion while entering the vehicle. In certain seat positions, this action can bend the cable at a severe angle over the seat side-shield. Over an extended period of time, bending the cable at a severe angle over the seat side-shield may cause the cable to fatigue and separate. Wear on the cable sleeve will indicate a potentially-fatigued pretensioner cable.

Q4) What is the remedy/repair?

A4) Dealers will replace the pretensioner cable and seat side-shield.

Q5) What is the safety risk? Is the vehicle safe to drive?

A5) If a pretensioner cable were to break, it would reduce the effectiveness of the vehicle's seat belts and increase the risk of injury to the driver in a crash.

Q6) Does the customer have to pay for this remedy/repair?

A6) No, this inspection/repair will be done at no cost to the customer.

Q7) Is the remedy/repair available now?

A7) No, GM is working with the parts supplier to obtain sufficient inventory as quickly as possible.

Q8) What should customers do until recall repairs can be completed? Are there any special instructions?

A8) If special instructions are provided, they will be included in the notification letters to customers.

**Questions and Answers for Safety Recall 18156
Driver's Seat Belt Pretensioner Cable**

Q9) How can customers check to see if their vehicle is involved in this field action?

A9) Customers who own a vehicle involved in the field action will be notified by mail by Chevrolet, but they may also check their Vehicle Identification Number (VIN) for field actions in GM Owner Center my.gm.com/recalls or via NHTSA's website at vinrcl.safercar.gov/vin/.

Q10) If customers are concerned, can they get a rental car or courtesy transportation?

A10) Courtesy transportation may be available for customers whose vehicles are involved in this recall and are within the warranty coverage period for the warranty which is associated with this recall. Follow Courtesy Transportation Program Guidelines.