



IMPORTANT SAFETY RECALL

November 2018

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 2018 - 2019 Cadillac CT6 and Escalade ESV vehicles; Chevrolet Suburban and Volt vehicles; and GMC Yukon XL vehicles may fail to conform to Federal Motor Vehicle Safety Standard No. 208, "Occupant crash protection." 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 safety recall 18315.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

To permit the installation of a child seat using a seatbelt, your vehicle's rear-seatbelt retractor assemblies are equipped with automatic-locking retractors, or ALRs, that are designed to lock the seatbelt when it is fully pulled out of the retractor. In some of these vehicles, an ALR may not lock the seatbelt when it is fully pulled out of the retractor. An unlocked seatbelt, if used to secure a child seat, will fail to properly secure a child seat, increasing the risk of injury to a child-seat occupant in a crash. This condition is detectable during child-seat installation and does not impact the seatbelt's emergency-locking mechanisms, which automatically lock the seatbelt during crash events.

What will we do?

Your GM dealer will inspect rear-seatbelt retractors to verify proper ALR function and replace the retractor if necessary. 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 inspection and service correction time of up to 4 hours.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible. If you believe that one of your vehicle's seatbelts is not locking properly during child-seat installation, do not use that seatbelt to install a child seat. Consult your vehicle's owner's manual and the child-seat owner's manual for other vehicle seating and installation methods that may be appropriate for use with your child seat until the final repair is performed.

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)
Cadillac	1-866-982-2339	1-800-833-2622
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 18V673.

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

GM Recall: 18315