

F/CMVSS Noncompliance Recall

18315 Rear Seatbelt Automatic Locking Retractor (ALR) Function



Reference Number: N182180720

Release Date: January 2019

Revision: 02

Revision Description: This bulletin has been revised in the warranty information section to include a second rear seatbelt retractor location for the involved Volt vehicles. Please discard all previous copies of 18315-01.

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 September 26, 2018. 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 | | |
| Cadillac | CT6 | 2018 | 2019 | | |
| | Escalade ESV | | | | |
| Chevrolet | Suburban | | | | |
| | Volt | | | | |
| GMC | Yukon XL | | | | |

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 2018 - 2019 Cadillac CT6 and Escalade ESV vehicles; Chevrolet Suburban and Volt vehicles; and GMC Yukon XL vehicles may fail to conform to S7.1.1.5(a) of Federal/Canada Motor Vehicle Safety Standard No. 208, "Occupant crash protection" and S7.1.1.5(a) of Technical Standards Document (TSD) No. 208 of Canada Motor Vehicle Safety Standard (CMVSS) No. 208, "Occupant Protection in Frontal Impacts". In these vehicles, a child seat can be installed in the rear seats using either the LATCH anchorage system or the vehicle's seatbelts. To permit the installation of a child seat using a seatbelt, the 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. |
| Correction | Dealers will inspect rear-seatbelt retractors to verify proper ALR function and replace the retractor if necessary. |

Parts

| Quantity | Part Name | Part No. |
|----------|-----------------------------------------------------|----------|
| 1 | Retractor Asm-R/Seat Ctr Belt - Shale | 19367202 |
| 1 | Retractor Asm-R/Seat Ctr Belt - Titanium | 19367204 |
| 1 | Retractor Asm-R/Seat Ctr Belt - Jet Black | 84542567 |
| 1 | Retractor Asm-R/Seat Ctr Belt - Very Light Cashmere | 84542566 |
| 1 | Retractor Asm-R/Seat Ctr Belt - Jet Black | 84542569 |
| 1 | Retractor Asm-3rd Row Seat Belt - Atmosphere | 84494185 |
| 1 | Retractor Asm-3rd Row Seat Belt - Dune | 84494183 |
| 1 | Retractor Asm-3rd Row Seat Belt - Grey | 84494184 |
| 1 | Retractor Asm-3rd Row Seat Belt - Cocoa | 84494181 |
| 1 | Retractor Asm-3rd Row Seat Belt - Shale | 84494182 |
| 1 | Retractor Asm-3rd Row Seat Belt - Black | 84494180 |
| 1 | Retractor Asm-R/Seat Belt - Jet Black/Light Ash | 84529288 |

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| | | |
|-------------|-------------------------------------------------|----------|
| 1 | Retractor Asm-R/Seat Belt - Light Ash/Dark Grey | 84529289 |
| 1 | Retractor Asm-R/Seat Belt – Jet Black/Light Ash | 84529285 |
| 1 | Retractor Asm-R/Seat Belt – Light Ash/Dark Grey | 84529286 |
| As Required | Retainer- Quarter Panel Upper Mld. | 11611805 |

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which RETRACTOR ASM to order. (Verify you are ordering the correct color for your VIN).

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

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 |
|-----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|-------------|----------|
| 9104115* | Inspect Only – No Further Action Required | 0.2 | ZFAT | N/A |
| 9104180 | 3rd Row Center Seat Belt Retractor Replacement: - Escalade ESV, Suburban and Yukon XL Rear Seat Belt Retractor Replacement – Volt - ADD: Second Seat Belt Retractor Replacement (Volt only) Rear Center Seat Belt Retractor Replacement: - CT6 Base - CT6 Uplevel | - 0.6 1.0 0.7 - 2.1 3.8 | | |
| 9104196 | Floor Plan Reimbursement | N/A | ZFAT | ** |

* Only use for vehicles that pass inspection.

** USA & Canada 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 (September 26, 2018) to the date the repair is completed and the vehicle is ready for sale (not to exceed 38 days):

| Vehicle | Reimbursement Amount | | | |
|--------------|----------------------|---------|---------|---------|
| | USA | | Canada | |
| | 2018 | 2019 | 2018 | 2019 |
| CT6 | \$10.55 | \$10.55 | \$10.61 | N/A |
| Escalade ESV | \$14.42 | \$14.77 | \$14.70 | \$14.68 |
| Suburban | \$9.69 | \$10.37 | \$10.36 | \$10.21 |
| Volt | \$5.38 | \$5.38 | \$5.75 | \$5.78 |
| Yukon XL | \$10.88 | \$10.49 | \$10.76 | \$11.12 |

Service Procedure – Escalade ESV, Suburban and Yukon XL

Inspection Video



SUVSEATBELT.mp4 5149733

Review the inspection video before beginning the service procedure.

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1. Remove the middle third row seatbelt buckle from the headliner seatbelt bezel.



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2. Pull the seatbelt out of the retractor and install the small latch plate into the detachable anchor (1). Install the large latch plate into the buckle as if buckled over an occupant (2).



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3. Pull the complete length of the seatbelt out until it reaches a hard stop.

Important: When performing the following steps, do not allow more than the specified length to retract, this will ensure the manufacturer-built threshold to lock isn't passed.

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5149697

4. Allow approximately 12 inches (30 cm) of the belt to slowly retract back into the retractor (you will hear a ratcheting sound).
5. Firmly tug on the belt and verify that it locks and cannot be pulled out of the retractor.
6. Allow another 12 inches (30 cm) to retract into the retractor, firmly tug on the belt and verify that it locks and cannot be pulled out of the retractor.
7. Allow another 12 inches (30 cm) to retract into the retractor, firmly tug on the belt and verify that it locks and cannot be pulled out of the retractor.
8. Disconnect the large latch plate from the buckle and allow the seatbelt to retract.
9. Reconnect the latch plate into the buckle.
10. Repeat steps 3-9 six times.
 - **If the seatbelt retractor locks without releasing six times in succession, no further action is required, the belt system is performing as designed.**
 - **If the seatbelt fails to lock at any time during the six cycles, the seatbelt retractor assembly requires replacement.** Refer to *3rd Row Center Seat Belt Retractor Replacement (Long Wheelbase)* in SI.



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11. Disconnect both latch plates and reinstall the seatbelt buckle into the bezel (1) and ensure it is secured in the anti-rattle receiver (2).

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Service Procedure – CT6

Inspection Video



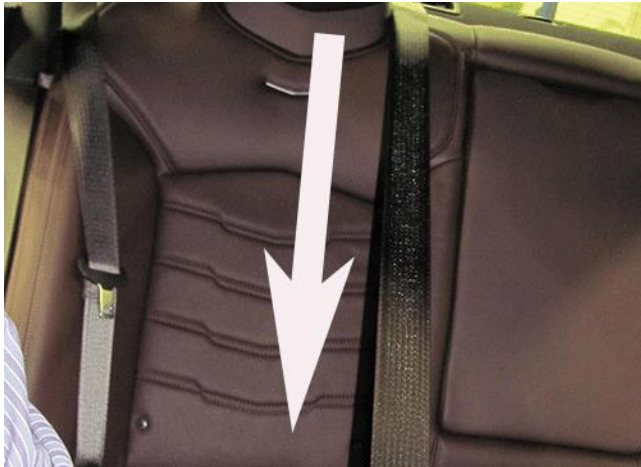
CT6SEATBELT.mp4 5149735

Review the inspection video before performing the service procedure.



5149702

1. Locate the middle rear seatbelt.
2. Pull the seatbelt out of the retractor and insert the latch plate into the buckle.



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3. Pull the complete length of the seatbelt out until it reaches a hard stop.

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Important: When performing the following steps, do not allow more than the specified length to retract, this will ensure the manufacturer-built threshold to lock isn't passed.

4. Allow approximately 12 inches (30 cm) of the belt to slowly retract back into the retractor (you will hear a ratcheting sound).
5. Firmly tug on the belt and verify that it locks and cannot be pulled out of the retractor.
6. Allow another 12 inches (30 cm) to retract into the retractor, firmly tug on the belt and verify that it locks and cannot be pulled out of the retractor.
7. Allow another 12 inches (30 cm) to retract into the retractor, firmly tug on the belt and verify that it locks and cannot be pulled out of the retractor.
8. Disconnect the latch plate and allow the seatbelt to fully retract.
9. Repeat steps 2-8 six times.
 - **If the seatbelt retractor locks without releasing six times in succession, no further action is required,** the belt system is performing as designed.
 - **If the seatbelt fails to lock at any time during the six cycles, the seatbelt retractor assembly requires replacement.** Refer to *Rear Center Seat Belt Retractor Replacement* in SI.

Service Procedure – Volt

Inspection video



VOLTBELT.mp4 5149736

Review the inspection video before performing the service procedure.

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5149706

1. Locate the driver side rear seatbelt.



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2. Pull the seatbelt out of the retractor and insert the latch plate into the buckle.



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3. Pull the complete length of the seatbelt out until it reaches a hard stop.

Important: When performing the following steps, do not allow more than the specified length to retract, this will ensure the manufacturer-built threshold to lock isn't passed.

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4. Allow approximately 12 inches (30 cm) of the belt to slowly retract back into the retractor (you will hear a ratcheting sound).
5. Firmly tug on the belt and verify that it locks and cannot be pulled out of the retractor.
6. Allow another 12 inches (30 cm) to retract into the retractor, firmly tug on the belt and verify that it locks and cannot be pulled out of the retractor.
7. Allow another 12 inches (30 cm) to retract into the retractor, firmly tug on the belt and verify that it locks and cannot be pulled out of the retractor.
8. Disconnect the latch plate from the buckle and allow the seatbelt to fully retract.
9. Repeat steps 2-8 six times.
10. Repeat steps two through nine on the passenger side rear seatbelt.
 - **If the seatbelt retractor locks without releasing six times in succession, no further action is required**, the belt system is performing as designed.
 - **If the seatbelt fails to lock at any time during the six cycles, the seatbelt retractor assembly requires replacement.** Refer to *Rear Seat Belt Retractor Replacement* 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/repared 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.

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.

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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 recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. The listing may contain customer names and addresses obtained 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 is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

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, Sections 1.4 and 6.1.10, 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.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**



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

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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