

## **Frequently Asked Questions (FAQs) for Noncompliance Recall 18315**

### **Rear Seatbelt Automatic Locking Retractor (ALR) Function**

These questions and answers are being provided to help GM dealers respond to inquiries from involved vehicle owners about the noncompliance recall identified above.

**Q1) Which vehicles are involved?**

A1) Certain 2018-2019 model year 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 Motor Vehicle Safety Standard (FMVSS) No. 208, "Occupant crash protection."

**Q2) What is the issue or condition?**

A2) 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.

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

A3) An owner attempting to install a child seat using the rear seatbelt will notice that the seatbelt fails to lock when the seatbelt is fully pulled out of the retractor and therefore does not allow the child seat to be properly installed.

**Q4) What is the remedy/repair?**

A4) Dealers will inspect rear-seatbelt retractors to verify proper ALR function and replace the retractor if necessary.

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

A5) 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.

**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) An inspection is provided in the bulletin for the interim; the repair is not available at this time for those vehicles that fail inspection.

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

A8) Customers should be advised that they will be notified when parts are available to repair their vehicle, but in the interim, instruct the customer to use an alternate seating position for child seat utilization.

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**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 General Motors, but they may also check their Vehicle Identification Number (VIN) for field actions in GM Owner Center at [my.gm.com/recalls](http://my.gm.com/recalls) or via NHTSA's website at [vinrcl.safercar.gov/vin/](http://vinrcl.safercar.gov/vin/).

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

A10) Courtesy transportation is 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. Please refer to Warranty Administration Bulletin #17-NA-073: Field Action Courtesy Transportation Policy for further information.