

Product Safety Recall

N192270600 Seatbelt Pretensioner Fire



Release Date: November 2019

Revision: 01

Revision Description: This bulletin has been updated in the Warranty Information, Parts and Service Procedure section to provide more information for the aluminum foil tape. The customer owner letter has also been added. Please discard all previous versions of N192270600.

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.

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 1500 (New Model)	2019	2020	B30	Covering Floor-Carpet
	Silverado 2500/3500	2020	2020		
GMC	Sierra 1500 (New Model)	2019	2020		
	Sierra 2500/3500	2020	2020		

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 a defect which relates to motor vehicle safety exists in certain 2019 – 2020 model-year Chevrolet Silverado and GMC Sierra 1500 vehicles and in certain 2020 model-year Chevrolet Silverado and GMC Sierra 2500/3500 vehicles built with carpet floor covering (RPO B30). In certain crashes that cause the front seatbelt pretensioners to deploy, the exhaust from the deployed pretensioner may be diverted through an opening in the pretensioner bracket and ignite cotton fibers in the carpet floor near the B-pillar. Following a crash that causes the seatbelt pretensioner to deploy, a fire may develop in the area near the B-pillar, which may increase the risk of injury.
Correction	Dealers will install a feature that will close off the opening in the pretensioner bracket so that exhaust gasses vent away from carpet material as designed.

Parts

Quantity	Part Name	Part No.
2	Rivet	11611651*

* This part may have an Order Writing Control on which may cause it to only write to your Admin PDC.

IMPORTANT NOTE: Dealers should order **ONLY** as **DRO = Daily Replenishment Order** or **CSO = Customer Special Order**. **Please do not place orders as SPAC**, it will delay shipment of the order.

Important: Dealers must order additional parts needed beyond what was provided during pre-ship. Due to limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock. Based on our records it appears that there may be a significant amount of Dealer shelf stock. **Please validate your shelf stock prior to ordering parts needed for this Recall.**

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

Additional Information:

- Total Impacted VIN Population - 640K (Dealer Inventory & Customer Driven).
 - ✓ **215K units in dealer inventory & in-transit to dealers as of the week of November 18th.**
 - ✓ GM executed a pre-ship on Wednesday, November 10th with parts arriving Thursday, November 11th into Friday, November 12th of 40K pieces that would remedy 20K vehicles, or roughly 10% of what is in dealer inventory & in-transit to dealers.
- Dealer ordering habits are on the decline as we sold 120K pieces on Monday, Nov. 18th and 60K pieces on Thursday, November 21st.
- As of Friday, November 22nd, there is approx. 117K pieces in dealer parts inventory.
- As of Friday, November 22nd, dealers have repaired 39K vehicles.
- On Friday November 22nd, GM will be shipping parts overnight via FedEx - 90K pieces to the respective admin PDCs.

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Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104654	Install Seatbelt Pretensioner Rivets and Foil Tape, Double and Crew Cab Vehicles ADD: Regular Cab Vehicles	1.1 - 0.1	ZFAT	*

* The amount identified in "Net Item" should represent the actual sum total of the current GMCCA Dealer net price for 2.5" X 4.0 Mil aluminum foil tape meeting UL Spec 181A-P needed to perform the required repairs, **not** to exceed \$1.60 USD, \$5.50 CAD, plus applicable Mark-Up or Landed Cost (for Export). This is a locally sourced supply, **do not order from GMCCA.**

Service Procedure for Double and Crew Cab Vehicles

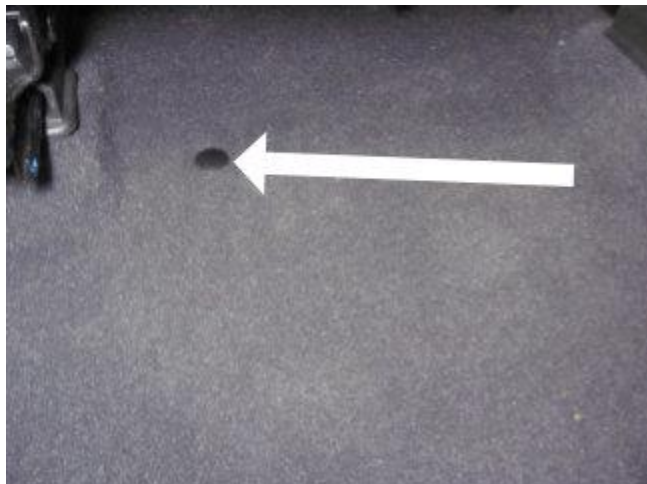
Important: The following procedure requires the use of 2.5" X 4.0 Mil aluminum foil tape meeting UL Spec 181A-P. 3-M part number #3340 and Nashua #324A meet this specification. One of these products, or an equivalent must be used in this procedure. The equivalent material must meet the following specification:

- Base Material: Aluminum Foil Tape
- Foil Thickness: 2 Mil thick Foil (total tape thickness including adhesive will be approximately 3.4-4.5 Mil)
- Adhesive Type: Acrylic
- Temperature working Range: -25°C to 125°C (-13°F to 257°F)
- Backing: Liner Backing Preferred for installation (Not required, should be discarded)

1. Position both front seats in the full forward and full up position.

NOTE: When removing the center pillar lower trim panel, it is not necessary to remove the driver or passenger seat belt anchor plate tensioner cover and bolt or disconnect the belt. With the fasteners removed, position the upper trim panel on top of the seat.

2. Remove the driver side center pillar lower trim panel. Refer to *Center Pillar Lower Trim Panel Replacement* in SI.



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3. Using an appropriate trim removal tool, remove the carpet retainer located under the seat. Use care to not damage the retainer.

NOTE: When handling the carpet assembly, use care to not separate the carpet from the backing (jute) material.

4. Fold back the floor carpet behind the seat to access the inboard side of the front seat belt anchor plate tensioner.

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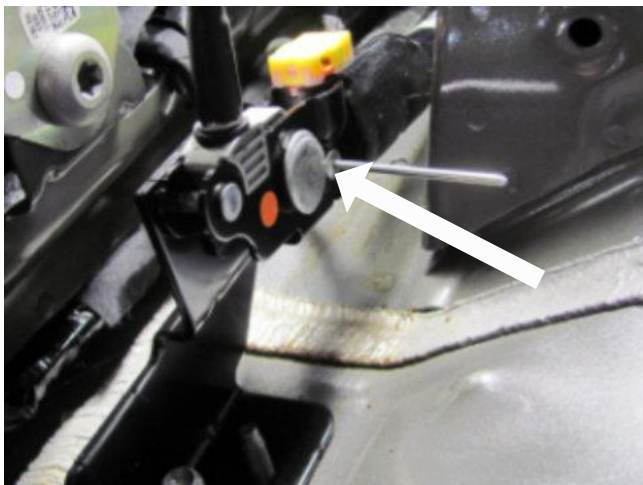
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IMPORTANT: In many installations, the new rivet will overlap the silver pivot and not sit flush to the black surface. This is an expected condition and does not affect the performance of the installation. With rivet mandrel removed (“popped off”), verify the rivet is securely installed and is not loose in the hole.



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5. Locate the hole in the tensioner housing just below the yellow electrical connector.



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6. Using a rivet installation tool, secure the rivet into the hole.

NOTE: If 2.5" width tape is not available and narrower tape must be used, use two layers of the narrower tape overlapped on top of each other to create a 2.5" wide section of material. THIS MUST BE DONE ON THE BENCH BEFORE THE MATERIAL IS INSTALLED ON THE VEHICLE. ENSURE THE LAYERS OF TAPE ARE FULLY ADHERED TO EACH OTHER WITH NO GAPS before it is installed on the vehicle.



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7. Prepare two 380 mm (15 in.) pieces of 3-M part number #3340 foil tape or an equivalent 2.5" X 4.0 Mil aluminum foil tape meeting UL Spec 181A-P.

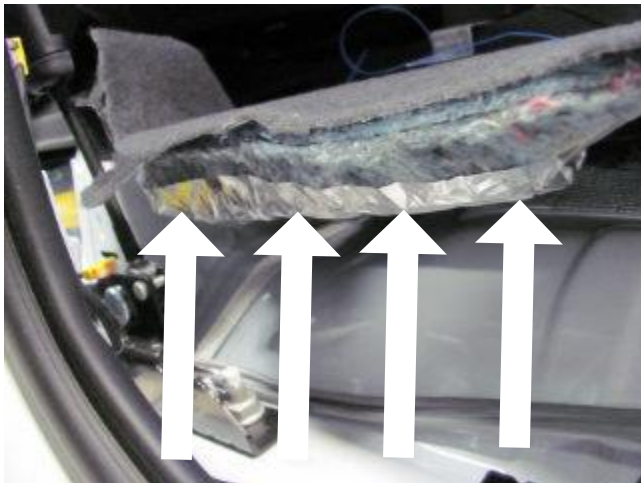
TIP: While handling the foil tape, leave the paper liner on the tape and peel it off as the tape is applied to the surface.

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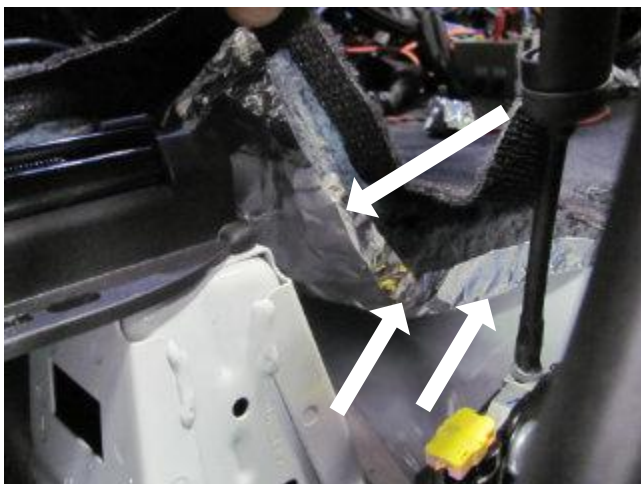


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8. Locate the notch in the carpet assembly in the rear door opening.



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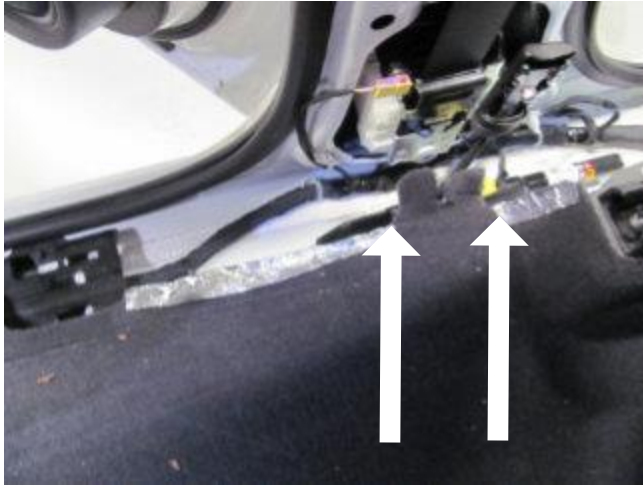
NOTE: Ensure the outer edge of the first layer of foil tape is no more than 25 mm (1.0 in.) from the edge of the carpet assembly. The second layer of foil tape must overlap the first layer by 12 mm (1/2 in.). See the illustration in step # 13 for reference.

9. Install the first piece of foil tape to the underside of the carpet assembly. Beginning at the notch and working forward, install the foil tape section 25 mm (1.0 in.) inboard of the edge of the underside of the carpet assembly. Continue applying the tape to the base of the seat mounting.

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10. Install the second piece of foil tape outboard of the first layer of foil tape, overlapping the tape by 12 mm (1/2 in.). Start the piece of foil tape at the notch. Continue applying the tape to the base of the seat mounting.



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11. Make two small cuts in the tape at the front and rear sections of the flap in the carpet.



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12. Carefully fold the tape over the edge of the carpet assembly, the edge of the tape should end approximately 12 mm (1/2 in.) from the edge of the of the carpet.



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13. Fully adhere the two layers of foil tape to the carpet assembly. Ensure there are no gaps between the two layers of foil tape.

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14. Verify the complete edge of the carpet assembly is covered with foil tape and no fibers of the carpet assembly edge are exposed.
15. Reposition the carpet and reinstall the retainer.
16. Reinstall the driver side center pillar lower trim panel. Refer to *Center Pillar Lower Trim Panel Replacement* in SI.
17. Ensure no foil tape is visible with the trim installed.
18. Repeat steps 2-17 on the passenger side of the vehicle.
19. Place the front seats in their original positions.

Service Procedure for Regular Cab Vehicles

1. Position both front seats in the full forward and full up position.

NOTE: When removing the lock pillar lower trim panel, it is not necessary to remove the driver or passenger seat belt anchor plate tensioner cover and bolt or disconnect the belt. With the fasteners removed, position the upper trim panel out of the work zone.

2. Remove the driver rear side door sill garnish molding. Refer to *Rear Side Door Sill Garnish Molding Replacement (Regular Cab)* in SI.
3. Remove the jack handle assembly (driver side only) from the rear floor compartment.

NOTE: When handling the carpet assembly, use care to not separate the carpet from the backing (jute) material.

4. Fold back the floor carpet behind the seat to access the inboard side of the front seat belt anchor plate tensioner.



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5. Locate the hole in the tensioner housing just below the yellow electrical connector.



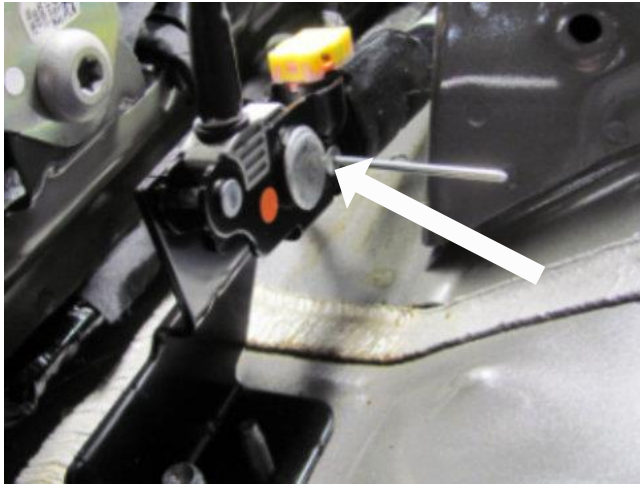
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IMPORTANT: In many installations, the new rivet will overlap the silver pivot and not sit flush to the black surface. This is an expected condition and does not affect the performance of the installation. With rivet mandrel removed (“popped off”), verify the rivet is securely installed and is not loose in the hole.



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6. Using a rivet installation tool, secure the rivet into the hole.

NOTE: If 2.5” width tape is not available and narrower tape must be used, use two layers of the narrower tape overlapped on top of each other to create a 2.5” wide section of material. THIS MUST BE DONE ON THE BENCH BEFORE THE MATERIAL IS INSTALLED ON THE VEHICLE. ENSURE THE LAYERS OF TAPE ARE FULLY ADHERED TO EACH OTHER WITH NO GAPS before it is installed on the vehicle.



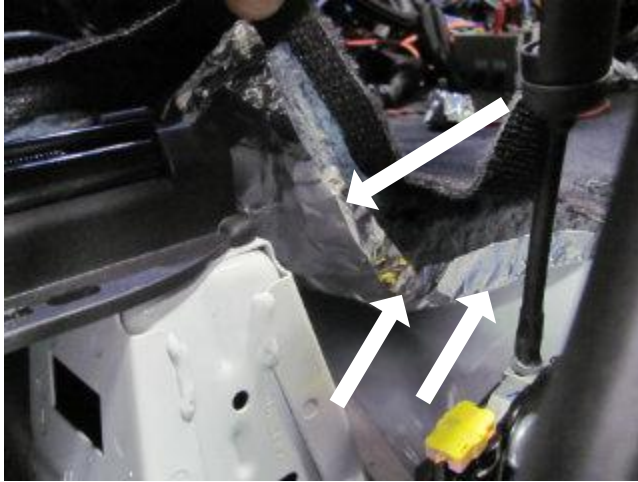
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7. Prepare two 330 mm (13 in.) pieces of 3-M part number #3340 foil tape or an equivalent 2.5" X 4.0 Mil aluminum foil tape meeting UL Spec 181A-P.

TIP: While handling the foil tape, leave the paper liner on the tape and peel it off as the tape is applied to the surface.



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NOTE: Ensure the outer edge of the first layer of foil tape is no more than 25 mm (1.0 in.) from the edge of the carpet assembly. The second layer of foil tape must overlap the first layer by 12 mm (1/2 in.). See the illustration in step # 12 for reference.

8. Install the first piece of foil tape to the underside of the carpet assembly. Beginning at the base of the seat mounting working rearward, install the foil tape section 25 mm (1.0 in.) inboard of the underside of the carpet assembly.
9. Install the second piece of foil tape outboard of the first layer of foil tape, overlapping the tape by 12 mm (1/2 in.).



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10. Carefully fold the tape over the edge of the carpet assembly, overlapping the edge of the carpet, the edge of the tape should end approximately 12 mm (1/2 in.) from the edge of the of the carpet.

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11. Fully adhere the two layers of foil tape to the edge of the carpet assembly. Ensure there are no gaps between the two layers of tape.



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12. Verify the edge of the carpet assembly is fully covered with foil tape and no fibers of the carpet assembly edge are exposed.
13. Reposition the carpet into its original position. Install the carpet retainer if required.
14. Reinstall the jack handle.
15. Reinstall the driver rear side door sill garnish molding. Refer to *Rear Side Door Sill Garnish Molding Replacement (Regular Cab)* in SI.
16. Repeat steps 2-15 on the passenger side of the vehicle. There is a carpet retainer on the passenger side, using an appropriate trim removal tool, remove the carpet retainer located under the seat. Use care to not damage the retainer.
17. Place the front seats in their original positions.

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

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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.

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 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

December 2019

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 a defect, which relates to motor vehicle safety, exists in certain 2019 – 2020 model-year Chevrolet Silverado and GMC Sierra 1500 vehicles and in certain 2020 model-year Chevrolet Silverado and GMC Sierra 2500/3500 vehicles built with carpet floor covering. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

<p>IMPORTANT</p> <ul style="list-style-type: none"> • Your vehicle is involved in GM safety recall N192270600. • Schedule an appointment with your GM dealer. • This service will be performed for you at no charge.

Why is your vehicle being recalled? In certain crashes that cause the front seatbelt pretensioners to deploy, the exhaust from the deployed pretensioner may be diverted through an opening in the pretensioner bracket and ignite cotton fibers in the carpet floor near the B-pillar. Following a crash that causes the seatbelt pretensioner to deploy, a fire may develop in the area near the B-pillar, which may increase the risk of injury.

What will we do? Your GM dealer will install a feature that will close off the opening in the pretensioner bracket so that exhaust gasses vent away from carpet material as designed. 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 an hour and 20 minutes.

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 19V814.

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