

Frequently Asked Questions (FAQs) for NonCompliance Recall N192264500 Seatbelt Reminder Telltale Delay

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

Q1) Which vehicles are involved?

A1) Certain 2019 model year Chevrolet Express and GMC Savana vehicles.

Q2) What is the issue or condition?

A2) These vehicles may fail to conform to S7.3 of Federal Vehicle Safety Standard (FMVSS) 208, Occupant crash protection. In these vehicles, the seatbelt-unfastened telltale will not illuminate for approximately five seconds after the ignition is moved to the on or start position. There is no impact to the vehicle's seatbelt systems, and the telltale will function normally after the five-second delay. A software change implemented for 2019 model year Chevrolet Express and GMC Savana vehicles contains an error that inhibits the activation of the telltale for five seconds after vehicle startup. During the five-second delay, the telltale will not alert the driver that the driver's seatbelt is unbuckled. If the driver does not buckle the seatbelt, this could increase the driver's risk of injury in the event of a crash.

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

A3) None

Q4) What is the remedy/repair?

A4) Dealers will reprogram the instrument panel cluster (IPC).

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

A5) During the five-second delay, the telltale will not alert the driver that the driver's seatbelt is unbuckled. If the driver does not buckle the seatbelt, this could increase the driver's risk of injury in the event of a crash.

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

A6) No, this software update will be done at no cost to the customer.

Q7) Is the remedy/repair available now?

A7) Yes, the software update is available now, please see the attached bulletin for details.

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.

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 <https://my.gm.com/recalls> or via NHTSA's website at <https://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.