

Frequently Asked Questions (FAQs) for Safety Recall N192270600 Seatbelt Pretensioner Fire

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 – 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)

Q2) What is the issue or condition?

A2) 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.

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

A3) Following a crash that causes the seatbelt pretensioners to deploy, smoke or a burning odor from the area at the base of the B-pillar may be noticeable before a fire propagates sufficiently to be visible.

Q4) What is the remedy/repair?

A4) 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.

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

A5) 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.

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) Yes, the remedy/repair 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/>.

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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.