

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5546
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 19, 2020

Subject: N202312100 Safety Recall
Seat Belt Cable Separation – US Only

Models: 2014-2016 Chevrolet Caprice PPV and SS

To: All General Motors Dealers

General Motors is releasing Safety Recall N202312100 today. The total number of U.S. vehicles involved is approximately 1,788. Please see the attached bulletin for details.

Vehicles involved in this recall were placed on stop delivery October 15, 2020. Once the service procedure contained in the bulletin has been performed on the vehicle, the vehicle is released from stop delivery and the vehicle can be delivered to the customer.

Question and Answer Document (Q&A)

Attached to this message you will find an updated document that addresses the ten most likely questions customers may have regarding this Safety Recall. Please use this information as an aid to confidently answer customer concerns.

Customer Letter Mailing

The customer letter mailing will begin in the near future.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated October 20, 2020 or sooner. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE
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