

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5544  
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 15, 2019

Subject: Upcoming Safety Recall N202312100  
Seat Belt Cable Separation

Models: 2014-2016 Chevrolet Caprice PPV and SS

To: All General Motors Dealers

General Motors has notified the National Highway Traffic Safety Administration (NHTSA) about an upcoming safety recall that involves 2014-2016 model year Chevrolet Caprice PPV and SS vehicles. The GM recall number is N202312100.

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 until the defect is remedied.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2014-2016 model year Chevrolet Caprice Police Pursuit Vehicles (PPVs) and Chevrolet SS vehicles that were subject to NHTSA Recall No. 16V518 (bulletin 313410) and may not have received a complete repair under the recall. The flexible steel cable that connects the safety belt to the vehicle at the outside of the front driver seat can fatigue and separate over time if the driver's movement into the seat repeatedly bends the steel seat belt cable down against the seat edge. The covering on the cable may show visible signs, including tears, holes, or wear marks. In a crash, a fatigued cable could break, reducing the effectiveness of the vehicle's safety belts and increasing the risk of injury to the occupant.

Parts are not currently available, but when parts are available, dealers are to inspect the vehicles to determine whether the new seat trim was installed and, if necessary, replace the trim. Dealers will also inspect and, if necessary, replace the pretensioner cable assembly.

Until further instructions are received, involved vehicles that are in dealers' possession (new or used vehicle inventory, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc.) must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration purposes or any other dealer use. All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified.

The Investigate Vehicle History (IVH) screen in the Global Warranty Management (GWM) system has been updated for this upcoming recall on October 15, 2019. This action has been taken to assist dealers with determining which vehicles are involved so they can properly respond to customer inquiries.

**Question and Answer Document (Q&A)**

Attached to this message you will find a 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.

Dealers will be advised when the recall bulletin is released. Until the recall bulletin is released, the IVH screen in GWM will display "N/A" under Release Date and "Incomplete – Remedy not yet available" under Status. This means the required repair is not yet available and dealers should not attempt to perform any repairs.

END OF MESSAGE  
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