

Product Safety Recall

N202314670 Front Center Seat Belt May Not Be Attached



Release Date: December 2020

Revision: 01

Revision Description: This bulletin has been updated to include customer reimbursement and the customer letter. Please discard all previous copies of bulletin N202314670.

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	2019	2021	A52, AE7, AZ3	20% Front Center Seat
	Silverado 2500/3500	2020	2021		
	Suburban	2021	2021		
	Tahoe				
GMC	Sierra 1500	2019	2021		
	Sierra 2500/3500	2020	2021		
	Yukon	2021	2021		
	Yukon XL				

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 – 2021 model year Chevrolet Silverado 1500 and GMC Sierra 1500 vehicles; 2020 – 2021 model year Chevrolet Silverado 2500/3500 and GMC Sierra 2500/3500 vehicles; and certain 2021 model year Chevrolet Suburban, Tahoe, and GMC Yukon XL vehicles equipped with a front-row center seating position. In these vehicles, the seat supplier may have failed to secure the seat-belt brackets to the seat frame in the front-row center seating position. If a seat-belt bracket is not secured, the seat belt may not properly restrain an occupant in the front-row center seat position, increasing the risk of occupant injury in a crash or high-speed braking event.
Correction	Dealers will inspect left-side and right-side front-row center seat-belt bracket attachments and reassemble if necessary.

Parts

No parts are required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105498	Inspect Center Seat Belt Attachments – No Further Action Required	0.2	ZFAT	N/A
9105499	Reinstall One Center Seat Belt Attachment (Includes Inspection)	0.4		
9105500	Reinstall Two Center Seat Belt Attachments – LH/RH (Includes Inspection)	0.6		
9105502	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2		*
9105503	Customer Reimbursement Denied – For USA dealers only	N/A		**

Note: To avoid having to "H" route the customer reimbursement transaction for approval, it must be submitted prior to the repair transaction.

* For USA and Canada: Submit the dollar amount reimbursed to the customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.

For Export: Submit the dollar amount reimbursed to the customer in Net/Reimbursement.

** Submit \$10.00 administrative allowance in Net/Admin Allowance.

Product Safety Recall

N202314670 Front Center Seat Belt May Not Be Attached



Service Procedure

NOTE: It is not necessary to remove the center seat to perform this operation.

1. Move the left and right front seats to the full forward position. Position the seat backs in the full upright position.



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2. Access the left and right attachment locations for the center seat belt buckle and retractor belt.
3. Visually verify the left and right seat-belt attachment brackets are positioned in the seat base correctly and secured by the bolt.



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Seat-Belt Bracket Positioned Correctly, Securing Bolt Through Hole in Belt Bracket.



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Product Safety Recall

N202314670 Front Center Seat Belt May Not Be Attached



Seat-Belt Bracket Positioned Too High, Securing Bolt Not Through Hole in Bracket.



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4. Further verify the seat belt attachments by firmly pulling outward (toward the door opening) on the belt in the area between the elastic band and the mounting bolt. Look for any movement of the seat-belt bracket at the seat base. Repeat this action three times.
5. **If both seat belts are attached correctly**, no further action is required.
6. **If a seat belt is not secured correctly**, perform the following steps:
 - Remove the four seat mounting bolts. Refer to *Front Seat Removal and Installation* in SI. DO NOT remove the seat assembly.
 - Carefully shift the seat assembly forward in the vehicle enough to allow access to the seat belt mounting bolt.
 - Remove the seat belt mounting bolt.

NOTE: If necessary, remove the aluminum retaining bushing. This is not required for reassembly.



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- Position the seat-belt bracket with the bolt hole lined up with the threaded hole in the mount.
- Install the bolt. Tighten: 45 N.m (33 lb ft)
- Reinstall the four seat mounting bolts. Refer to *Front Seat Removal and Installation* in SI.

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.

Product Safety Recall

N202314670 Front Center Seat Belt May Not Be Attached



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 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/repared 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 field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain VINs that apply to this recall. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will contain customer names and addresses 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 may be a violation of law in several states.

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 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.

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in the bulletin can be submitted at any time to the dealer. See General Motors Service Policies and Procedures Manual, Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

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

January 2021

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 – 2021 model year Chevrolet Silverado 1500 and GMC Sierra 1500 vehicles; 2020 – 2021 model year Chevrolet Silverado 2500/3500 and GMC Sierra 2500/3500 vehicles; and certain 2021 model year Chevrolet Suburban, Tahoe, and GMC Yukon XL vehicles equipped with 40/20/40 front seats. 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.

IMPORTANT

- Your vehicle is involved in GM safety recall N202314670.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.
- Until the repair is performed, the front-row center seat position in your vehicle should NOT be occupied.

Why is your vehicle being recalled? Your vehicle is equipped with a 20% Front Center Seat that may not have had the front seatbelt anchor bracket attached. This could increase the risk of injury to an occupant in the event of a crash.

What will we do? Your GM dealer will inspect and if necessary, secure the seatbelt. 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 inspection and service correction time of approximately 15 minutes.

What should you do? You should contact your GM dealer to arrange a service appointment as soon as possible. **Until the repair is performed, the front-row center seat position should NOT be occupied.**

Did you already pay for this repair? Because you have previously had this condition repaired, you do not need to take your vehicle to your dealer for this recall. If you have already paid for repairs for the recall condition, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170.

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

Product Safety Recall
N202314670 Front Center Seat Belt May Not Be Attached



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 20V792.

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

Enclosure
GM Recall: N202314670