

This is a representative letter. Customer letters are personalized and list specific model, model year and VIN.



IMPORTANT SAFETY RECALL

May 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 2014-2016 model year Chevrolet Silverado 1500, 2014-2015 model year GMC Sierra 1500, and 2015-2016 model year Chevrolet Tahoe vehicles. 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 N212330040.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

As part of the remedy for a prior GM recall (NHTSA Recall No. 16V209 or 18V291 / GM Recall No. 15822 or 18156), the flexible steel cable that connects the driver's seat belt to the outboard side of the seat (the "pretensioner cable") in these vehicles was modified or replaced. Certain of these vehicles may have received an incorrect replacement pretensioner cable assembly, either as part of the recall remedy or in a subsequent repair. The flexible steel cable connecting the driver's seat belt to the outboard side of the seat may be repeatedly bent over the seat side shield as the driver enters and exits the vehicle causing the cable to fatigue and separate. A broken pretensioner cable reduces the effectiveness of the driver's seat belt, increasing the risk of injury in a crash.

What will we do?

Your GM dealer will replace the driver seat belt lap pretensioner. This service will be performed for you **free of charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual correction time of approximately 40 minutes.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

Did you already pay for this repair?

Even though you may have previously had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. 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 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 21V245.

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: N212330040