

# Product Safety Recall

## N202313000 Third Row Seat Belt Damage



**Release Date:** April 2021

**Revision:** 01

**Revision Description:** This bulletin is being revised to add the customer letter. Please discard all previous copies of N202313000.

**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.

**Important:** It is estimated that less than 1% of the involved vehicles worldwide will require part replacement for this field action. Due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock. Parts may have quantity limiters in effect.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	Escalade	2021	2021		
Cadillac	Escalade ESV				
Chevrolet	Suburban				
Chevrolet	Tahoe				
GMC	Yukon				
GMC	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.

<b>Condition</b>	General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2021 model year Cadillac Escalade and Escalade ESV vehicles; Chevrolet Suburban and Tahoe vehicles; and GMC Yukon and Yukon XL vehicles with third-row seating. During installation of the third-row seat, one or both third-row outboard seat belts may have been inadvertently entrapped in or misrouted behind the outboard seat-folding mechanism. A seat belt in this condition may be damaged by the seat-folding mechanism. A damaged seat belt can break during a crash, increasing the risk of injury to the occupant.
<b>Correction</b>	Dealers will inspect third-row outboard seat belts for damage and correct routing. Seat belts that are damaged will be replaced. Routing will be corrected for any belts that are misrouted.

### Parts

**IMPORTANT:** Parts should only be ordered when inspection determines that it is necessary to replace the Field Action part.

**Note:** Use the vehicle identification number (VIN) and the GM Electronic Parts Catalog (EPC) to determine which Seatbelt Retractor Kit to order.

**Important:** It is estimated that less than 1% of the involved vehicles worldwide will require part replacement for this field action. Due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock. Parts may have quantity limiters in effect.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105643	Inspect 3rd Outboard Seatbelts for Correct Installation – no replacement required	0.2	ZFAT	N/A
9105644	Replace 3rd Row Seatbelt Retractor (Includes Inspection) ADD: Replace Second Seatbelt Retractor	1.1 0.8		

### Service Procedure

1. Remove any items from the third-row seats.

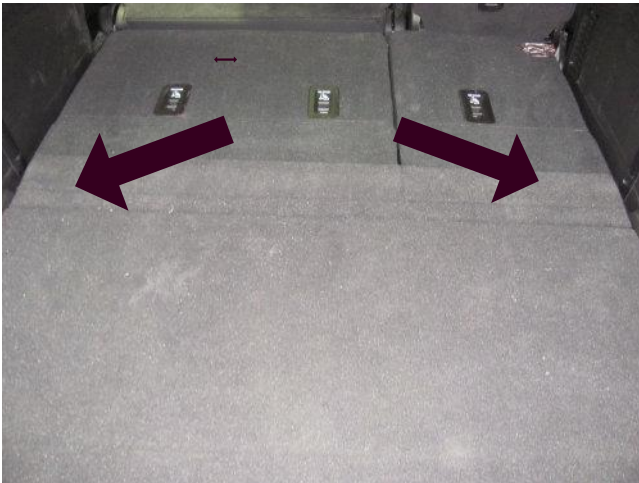
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2. Open the rear liftgate and lower the left and right third-row seatbacks to the flat position. This will allow access to the 3<sup>rd</sup> row outboard seatbelt locations.



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3. Lift the right and side load floor close out panel to display the folding seat mechanism.

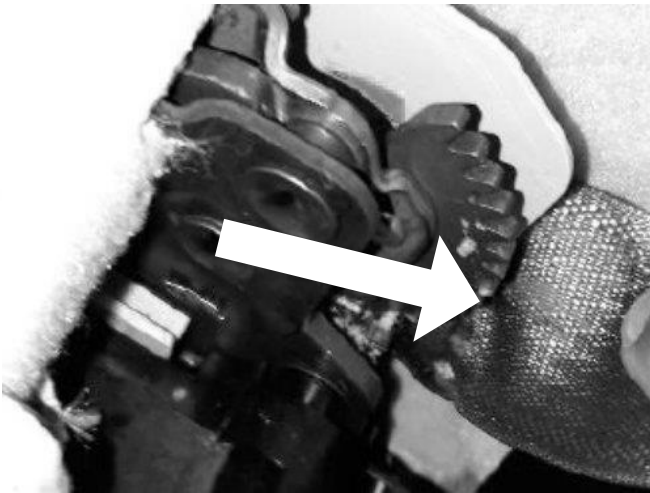


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4. Verify the left and right seatbelts are positioned on the outboard side of the seat finish covers.
  - If the seatbelts are positioned correctly, inspect the belt webbing for any snags, tears or ripped material. If no webbing damage is found, no further action is required.

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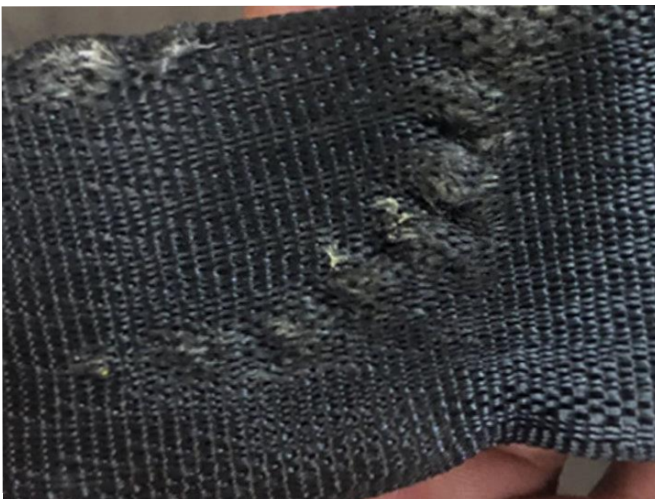
#### Power Seat Hinge



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#### Manual Seat Hinge

- If the webbing is positioned in the hinge area, inspect the belt webbing for any snags, tears or ripped material.



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**TIP:** When performing the following step, it is not necessary to remove the third-row seat.

5. If ANY indication of damage is found on the seat belt webbing (snags, tears or ripped material), replace the affected seat belt retractor assembly. Refer to *3rd Row Seat Belt Retractor Replacement* in SI.



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6. Verify both the left and right seatbelts are positioned outboard of the seat finish covers.
7. Place the seatbacks in the original position.

#### **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.

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.

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### 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.





# IMPORTANT SAFETY RECALL

April 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 2021 model year Cadillac Escalade, Cadillac Escalade ESV, Chevrolet Suburban, Chevrolet Tahoe, GMC Yukon and GMC Yukon XL. 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 N202313000.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

### Why is your vehicle being recalled?

During installation of the third-row seat, one or both third-row outboard seat belts may have been inadvertently entrapped in or misrouted behind the outboard seat-folding mechanism. A seat belt in this condition may be damaged by the seat-folding mechanism. Vehicle owners may notice damage to or difficulty using a third-row seat belt, or difficulty latching or operating the third-row seat. A damaged seat belt can break during a crash, increasing the risk of injury to the occupant.

### What will we do?

Your GM dealer will inspect third-row outboard seat belts for damage and correct routing. Seat belts that are damaged will be replaced. Routing will be corrected for any belts that are misrouted. 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 2 hours.

### What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible. **Until your dealer performs an inspection, do not use the third row outboard seats.**

### 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)
Cadillac	1-866-982-2339	1-800-833-2622
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 21V190.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

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Maryann L. Combs  
Vice President  
Global Vehicle Safety

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