

F/CMVSS Noncompliance Recall

N212329320 Second Row Center Seat Belt Latch Inaccessible



Release Date: April 2021

Revision: 01

Revision Description: This bulletin is being revised to add the customer letter. Please discard all previous copies of N212329320.

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.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Tahoe	2021	2021		

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 certain 2021 model year Chevrolet Tahoe and Cadillac Escalade vehicles fail to conform, in part, to S7.1.1 of Federal Motor Vehicle Safety Standard (FMVSS) No. 208, "Occupant Crash Protection." The second-row center seat belt latch may be trapped beneath the trim bezel and therefore not accessible by the occupant for use. An occupant who rides unbelted in the second-row center seating position has an increased risk of injury in a crash.
Correction	Dealers will remove the trim bezel for the second-row center seat belt and correctly position the seat belt latch plate before reinstalling the trim bezel.

Parts

No parts are required for this procedure.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105649	Second Row Center Belt Latch Inspection - No Further Action Required	0.2	ZFAT	N/A
9105650	Repair Second Row Center Belt Latch Entrapment (Includes Inspection)	0.3	ZFAT	N/A

Service Procedure

1. Locate the second-row center seatbelt.



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- Verify the seatbelt latch assembly is showing and moves freely up and down the belt webbing. If the latch assembly is correctly installed and functioning properly, no further action is required.
- If the latch is not showing, it may be trapped under the seat belt retractor bezel. Proceed to step #2.

F/CMVSS Noncompliance Recall

N212329320 Second Row Center Seat Belt Latch Inaccessible



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2. Using a plastic trim tool, release the center seatbelt retractor bezel. Use care to not damage the seat or bezel.



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3. Using the slit opening in the seat belt retractor bezel, remove the bezel from the belt.



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F/CMVSS Noncompliance Recall

N212329320 Second Row Center Seat Belt Latch Inaccessible



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4. Pull the latch out of the seatbelt retractor area of the seat and slide it down the belt webbing.



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5. Using the slit opening in the seat belt retractor bezel, reinstall the bezel onto the belt. Use care to orient the bezel in the correct direction to prevent the belt from twisting.



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6. Carefully align the mounting tabs on the bezel with bezel opening on the seat.

F/CMVSS Noncompliance Recall

N212329320 Second Row Center Seat Belt Latch Inaccessible



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7. Using the palm of your hand, firmly press down on the bezel to engage the mounting tabs.



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8. Pull up on the bezel to ensure it is fully engaged. Visually inspect the bezel for proper installation.
9. Latch the belt and verify the function of the belt and retractor.

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

F/CMVSS Noncompliance Recall

N212329320 Second Row Center Seat Belt Latch Inaccessible



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.

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

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 certain 2021 model year Chevrolet Tahoe vehicles fail to conform, in part, to S7.1.1 of Federal Motor Vehicle Safety Standard (FMVSS) No. 208, "Occupant Crash Protection." As a result, GM is conducting a 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 N212329320.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

The second-row center seat belt latch may be trapped beneath the trim bezel and therefore not accessible by the occupant for use. An occupant who rides unbelted in the second-row center seating position has an increased risk of injury in a crash.

What will we do?

Your GM dealer will remove the trim bezel for the second-row center seat belt and correctly position the seat belt latch plate before reinstalling the trim bezel. 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 30 minutes.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible. Until this repair is performed, the second-row center seating position should remain unoccupied if the seat belt latch plate is not accessible.

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
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 21V210.

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